

DISPUTE FORM

Cardholder Name (Full name as per NRIC/passport)	
Card Number (Last 4 digits only)	*****XXXX
Phone	
E-mail	

I hereby dispute the following transaction(s):-

Transaction Date	Transaction Description	Amount

Reason(s) for dispute and enclose supporting document(s) where applicable :-

<input type="checkbox"/> I do not recognise the transaction(s).
<input type="checkbox"/> I have not authorised or participated in the transaction(s).
<input type="checkbox"/> Duplicate transaction(s).
<input type="checkbox"/> I have cancelled the above transaction on _____ (date). I last contacted the merchant about this matter on _____ (date). *Enclose proof of cancellation.
<input type="checkbox"/> I cancelled the reservation with the above hotel on _____ (date) and the cancellation code is _____. *Enclose proof of cancellation.
<input type="checkbox"/> Amount charged differs. I authorised _____ (amount) but amount debited was _____ (amount). *Enclose proof of payment.
<input type="checkbox"/> I paid for the goods or services by other means and my card / account was debited. *Enclose proof of payment.
<input type="checkbox"/> A credit/refund was not processed for _____ (amount) on _____. Merchandise was returned / Services were cancelled on _____ (date). I last contacted the merchant about this matter on _____ (date).
<input type="checkbox"/> The goods or services I have paid for were damaged / defective or not as described. I returned the goods / cancelled the services on _____ (date). I have contacted the merchant to try and resolve this matter on _____ (date).
<input type="checkbox"/> Other (please specify): _____

Declaration :-

I understand that the dispute form must be submitted to BigPay Malaysia Sdn Bhd within forty (40) days from the date of the transaction(s), failing which, I will be liable for the mentioned transaction(s).

I declare that the above given information is true and correct to my knowledge. I understand that I can be held liable for all charges incurred if the dispute raised by me is found invalid. I further agree to indemnify BigPay Malaysia Sdn Bhd against all other costs, expense & charges that may incur in the verification processes of the disputed transactions.

I agree that I shall be liable for all transaction(s) abovementioned, in the event verifications made by BigPay Malaysia Sdn Bhd reveal that the abovementioned transaction(s) was (were) accurate, genuine and properly authorized by me.

Signature		Name		Date	
ADDITIONAL NOTE:	Please be advised that Visa/MasterCard requires that attempts must first be made to resolve your dispute with the merchant before notifying us. In the event if the above transactions are identified as fraudulent, we may be required to block your Card.				