

CARDMEMBER DISPUTE FORM



Please complete this form and send to us via:



03-2096 3208

carddisputecomplaint@mbsbbank.com



Chargeback Unit (Card Operations)
MBSB Bank Berhad, Level 9, Branch Network and Operations
Wisma MBSB, No.48, Jalan Dungun, Damansara Heights
50490 Kuala Lumpur

Personal & Card Particulars				
Name (Full name as in NRIC / Passp	iort):			
NRIC / Passport No.: Debit Card No: x x			x x x x	
Telephone No.: Mobile	-	Home	Office	-
Details Of Dispute Transactions				
I have examined my debit card acco	unt statement and I dispute the fo	ollowing charge(s):		
Statement Date	Transaction Date	Transaction Descriptio	n	Amount (RM)
	Tota	al		
Please tick (√) on the category(ies) to describe your reason for	disputing the transaction		
I certify that the above charg [Police report enclosed for b] I participated in only one tran and my card was in my poss The charge above is a duplic The amount charged differs I have not received the merc I cancelled my hotel reserva checking in. I received a Credit Voucher account. The charge has been paid by	ge was neither made nor authorized ank reference] saction at the above merchant for session and control at the time of the cate of the sale that was charged the from the amount billed. The correct chandise or service for the above the ation on at at from the above merchant for the group change of the above merchant for the above merchan	to my account on statement-dated instead of ransaction. The expected delivery date was (am/pm). I was not given a cancellation according to the credit of transactions but the Credit of the concentration of transactions but the concentration of transactions but the concentration of transactions but the concentration of transaction of transactions but the concentration of transaction of transactions but the concentration of transactions but the concentration of transactions but the concentration of transaction o	t engage nor authorize t t engage nor authorize t f (Enclose i n number or advise of	a "No-show" for not
 Incomplete submission and/ A sales draft retrieval fee (RN Kindly contact us at 03-2096) 	63000 should you not receive the E		Bank. Terms & Conditions gov	
Cardmember signature Email add:				
Date:				