MBSB BANK
Part Of Your Journey
(Formerly known as Asian Finance Bank Berhad/
Dahulu dikenali sebagai Asian Finance Bank Berhad)

CARDMEMBER DISPUTE FORM

PERBANKAN ISLAM

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 / Passport):

NRIC / Passport No.:

Debit Card No: | | | | | | | x | x | x | x | x | x | x | x |

Telephone No.: Mobile | | | - | | | | | | | | | | |

Home | | - | | | | | | | | | |

Office | | - | | | | | | | | | | |

Details Of Dispute Transactions

I have examined my debit card account statement and I dispute the following charge(s):

Statement Date	Transaction Date	Transaction Description	Amount (RM)
Total			

Please tick (√) on the category(ies) to describe your reason for disputing the transaction

- ☐ I certify that the above charge was neither made nor authorized by me and my card was in my possession and control at the time of transaction(s).
- ☐ I certify that the above charge was neither made nor authorized by me and my card was lost/stolen on this date _____ and time _____. [Police report enclosed for bank reference]
- ☐ I participated in only one transaction at the above merchant for the amount of RM _____, but I did not engage nor authorize the above transaction and my card was in my possession and control at the time of the questioned transaction.
- ☐ The charge above is a duplicate of the sale that was charged to my account on statement-dated _____.
- ☐ The amount charged differs from the amount billed. The correct amount should be _____ instead of _____. (Enclosed copy of sales draft)
- ☐ I have not received the merchandise or service for the above transaction. The expected delivery date was _____.
- ☐ I cancelled my hotel reservation on _____ at _____ (am/pm). I was not given a cancellation number or advise of a "No-show" for not checking in.
- ☐ I received a Credit Voucher from the above merchant for the cancellation of transactions but the Credit Voucher issued was not entered into my account.
- ☐ The charge has been paid by cheque/cash/credit or debit card. Receipt enclosed.
- ☐ I have notified the merchant to cancel my monthly /yearly subscription on _____. Cancellation letter enclosed.
- ☐ Others (Please specify) _____

Important Notice / Disclaimer

- Dispute resolution may take up to 180 days from receipt date of complete Dispute Form.
- Incomplete submission and/or unsigned Dispute Form shall not be accepted by the Bank
- Kindly contact us at 03-20963000 should you not receive the Dispute Acknowledgement Letter from the Bank

I hereby confirm that all information given above is true and complete. I also agree that I shall be subject to the Terms & Conditions governing the use of the MBSB Debit card.

_____
Cardmember signature
Email add:
Date:

For MBSB Bank use only: