#### **CREDIT CARD DISPUTE DECLARATION**





# STEP 1: LOGIN >TAP ON LEFT MENU> TAP ON "CARD SERVICES"







## STEP 2: TAP ON "CREDIT CARD DISPUTE DECLARATION"

**<**Apply Logout Card services Activate credit/debit card Activate ATM card Reset debit/ATM card PIN Manage overseas card usage Manage contactless ATM card ATM transactions - Link/delink cards Request for Credit Card Waiver **Report lost ATM card Credit Card Dispute Declaration** Change withdrawal & spending limit Top-up cards

Settings

### STEP 3: SELECT CREDIT CARD TRANSACTION > TAP "NEXT"





#### STEP 4: TAP "YES" OR "NO"

	•	
< Back	Dispute card transaction Logou	ıt∋
Do you	know the merchant?	
Yes		>
No		>
This transaction immediately	on may be fraudulent. We will block your card	

#### STEP 5: SELECT REASON FOR DISPUTE

	•	
< Back	Dispute card transaction Logo	ıt⊖
Indica	ate reason for dispute	
I did not p also did n engage tr was with	berform these transaction(s) and I not authorized any third party to ansaction on my behalf. My card me at the time of the transaction.	>
I have on above tra	y made one transaction. The nsaction(s) is/are duplicate(s).	>
The transaction(s) was/were paid by cash or cheque or another card and have attempted to resolve this with the merchant. I attach the receipt.		>
I have car instructio account i	ncelled my recurring payment n with the merchant but my s still being deducted.	>
I have not received the merchandise or service that I have paid for and have attempted to resolve this with the merchant.		>
The merce broken or have retu	handise or goods received were defective or not as described. I rned the goods and attempted to ith the merchant.	`