

1 Your details

Name of card holder _____ Contact number _____

Card account number _____

2 What transactions are you disputing?

Transaction date ▶ DD/MM/YY	Merchant's name	Amount in SGD
____/____/____	_____	_____
____/____/____	_____	_____
____/____/____	_____	_____
____/____/____	_____	_____
____/____/____	_____	_____

I would like to request for the sales draft copy for the above transactions.
I understand that S\$15 will be deducted from my account for retrieving it.

3 Why you are raising this dispute: ▶ Tick one only

Unauthorised transactions

- I did perform the transaction on (date) ____/____/____ at (merchant) _____ for (SGD) _____ but NOT the other transaction(s). My card was with me at all times.
- I did not perform these transaction(s). My card was with me at the time of the transaction. I did not authorize anyone to sign transaction receipt/s for me.

Service related

- The transaction(s) was/were paid by cash or cheque or another card. I attach the receipt.
- I have only made one transaction. The above transaction(s) is/are duplicate(s).
- I have cancelled my recurring payment instruction with the merchant but my account is still being deducted. I attach a copy of my cancellation letter to the merchant.
- I have not received the merchandise or service that I have paid for and have attempted to resolve this with the merchant.
The expected delivery or service date was ____/____/____
I attach supporting documents of the purchase or transaction.
- The merchandise or goods received were broken or defective or not as described. I have returned it on ____/____/____
I have attempted to resolve with the merchant. I attach proof of return or shipping note.
- I have cancelled the hotel reservation on (date) ____/____/____ at (time) _____
and the cancellation code given to me by the hotel or reservation agent was _____
- Others (Please describe your dispute)

4 Your signature

Card holder's signature

Date

5 What to do next

 Customer Resolution Team Send by Fax +65 6830 7943	OR	 Attn: Customer Resolution Team Send by E-mail FormSubmission@ocbc.com	OR	 Customer Resolution Team Send by mail #14-00, OCBC Centre, S049513
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**We will take approximately 12 weeks to investigate this matter and we may contact you for more information.
A communication will be sent to inform you of the investigation outcome.**

Please note that a sales draft retrieval fee of S\$15 will be charged if the disputed transaction is found to be authorised by you.