



**Visa Dispute Form**

**NOTE: For Multiple Fraud Transactions done at the same merchant, please use Annex A**

Full names				
Identity number				
Contact number				
Email address				
Card number				
Date of disputed transaction	Amount	Transaction Type ATM/POS/Online	Country of dispute	Merchant/ATM name
<b>Description of what happened?</b>				
<b>Description of goods/services purchased? (for Online/POS)</b>				

- Customer did not perform/ is not aware of this transaction (Fraud)
  - Were you in possession and control of the card at the time of transaction? Yes  No
- Duplicate processing: The funds were deducted twice/duplicate processing (Please attach declined slip if available, for declined transaction)
- Paid by other means: The customer used the card but the transaction was unsuccessful. The funds were deducted. Cardholder used other means of payment (Please attach declined slip as well as proof of other means of payment if available)
- Cash/Funds not received from the ATM (please attach declined slip if available)
  - Full Amount       Partial amount received? Amount \_\_\_\_\_
- Goods/Services were not received. Expected delivery date of goods/services: \_\_\_\_\_ (also to be used if transaction was not successful but deducted and goods/services were not received)
- Goods/Services received were not as described or defective
- Credit Not Processed. Return or Cancellation date: \_\_\_\_\_
- Recurring transaction (subscription) cancelled prior to billing. Cancellation date: \_\_\_\_\_
- Incorrect Amount (please attach document showing the amount that should have been charged)
  - Did you try to resolve the dispute with the merchant? Yes  No
  - If yes, when did you attempt and why did the merchant fail to resolve the dispute?

---

If No, what are the reasons?

---



I certify that the information herein is accurate and complete. MASCOTM and its employees or agents is hereby indemnified against any claim, loss or damages both direct and indirect, which may arise as a result of actions taken based on the information provided in this Form.

Cardholder Signature \_\_\_\_\_

Date \_\_\_\_\_

**Annex A**

List below multiple Fraud transactions, only 35 are allowed per card:

	Transaction or Settlement Date	Merchant Name	Transaction Amount	Disputed Amount
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
21.				
22.				
23.				
24.				
25.				



26.				
27.				
28.				
29.				
30.				
31.				
32.				
33.				
34.				
35.				