RHB

Mail to : RHB Bank Berhad / RHB Bank Islamic
Group Cards & Unsecured Business
Level 12, Menara Yayasan Tun Razak
No. 200 Jalan Bukit Bintang
55100 Kuala Lumpur

Email To : cardsdisputemgmt@rhbgroup.com

Fax To : (603) 2162 6988

Kindly submit this form together with the supporting documents to RHB Bank Berhad / RHB Bank Islamic ("the Bank") within 14 days from the day you notify the Bank relating to your dispute in order for the Bank to process your form accordingly. Please take note that any delay and/or insufficient information may deprive you of your right to recover the disputed transaction amount from merchant via Chargeback process.

RE: DISPUTED TRANSACTION FORM / BORANG URUSNIAGA YANG DIPERTIKAIKAN:

Date :

Card Number																				

I wish to dispute the following transaction(s), which have been debited from my account.
Saya ingin mempertikaikan urusniaga yang dinyatakan di bawah, sepertimana yang telah dicajkan ke akaun saya.

Statement Date *Tarikh Penyata*	**Transaction Date** *Tarikh transaksi*	**Merchant's Name** *Nama Kedai dan Lokasi*	**Amount** *Jumlah*	**Reference No.** *No. Rujukan*

Reason(s) for dispute:

☐	**1. Cancelled membership/subscription**: I have notified the merchant to cancel monthly/yearly subscription on _____, since then my account has been charged_____times (enclosed herewith is/are the cancellation letter(s) to the merchant). ***Pembatalan keahlian/langganan****: Saya telah menberitahu pihak yang berkenaan untuk membatalkan langganan bulanan/tahunan pada_____, sejak itu akaun saya telah dicaj sebanyak _____kali (bersama ini dilampirkan surat pembatalan ke pihak berkenaan)*
☐	**2. Non receipt of goods/Service not rendered**: Date of goods/services expected by_____(Enclosed is proof of expected delivery/services) ***Barang/Perkhidmatan tidak diterima****: Tarikh penghantaran/perkhidmatan dijangka pada _____(Dilampirkan bukti terhadap tarikh jangkaan penghantaran/perkhidmatan)*
☐	**3. Refund/Credit not processed**: I did not receive credit for the enclosed voucher as evidenced. ***Pembayaran balik/Kredit tidak diproses****: Saya tidak menerima kredit seperti yang dijanjikan. Bukti dilampirkan.*
☐	**4. Duplicate billing**: I was charged more than once for a single authorised transaction. ***Rekod berganda****:Saya telah dicaj lebih dari sekali untuk satu urusniaga yang saya benarkan*.
☐	**5. Paid by other means**: The transaction was also charged to my account but I have paid for it with cash/cheque/other credit cards (enclosed is proof of payment). ***Pembayaran dengan cara lain****: Urusniaga tersebut telah dicajkan juga ke akaun saya tetapi saya telah membuat pembayaran dengan cara yang lain (bersama ini dilampirkan bukti pembayaran).*
☐	**6. Incorrect transaction amount**: Amount charged is incorrect; the transaction amount should be _____not_____(enclosed is my copy of the sales draft prior to the alteration). ***Caj urusniaga berlainan harga****: Jumlah yang dicaj adalah salah, jumlah urusniaga sepatutnya _____, bukan _____(bersama ini dilampirkan draf jualan sebelum pindaan).*
☐	**7. The goods received were broken/defective** and were returned to the merchant on_____ With acknowledgement (enclosed is proof of merchandise returned) ***Barangan yang telah diterima telah pecah/tidak sempurna*** *dan telah dikembalikan pada_____dan diakui oleh pihak berkenaan (Dilampirkan bukti pengembalian).*
☐	**8. The enclosed credit voucher was posted as a debit in my statement.** ***Kredit slip yang dilampirkan telah dimasukkan ke dalam penyata akaun saya sebagai debit*** *(bersama ini dilampirkan bukti transaksi/urusniaga).*
☐	**9. I would like to request a copy of the sales draft for my reference.** I hereby understand that additional charges of RM20 will be levied to my account. ***Saya ingin memohon salinan draf jualan untuk rujukan sendiri.*** *Saya sedia maklum bahawa caj tambahan sebanyak RM20 akan dicaj ke akaun saya.*
☐	**10. Unauthorised transaction(s)**:I confirmed that the transaction(s) was/were not authorised by me. My card was in/ not in my possession at the date and time of the transaction(s). **(For lost card transaction(s), please enclose a copy of police report for bank's reference)** ***Urusniaga yang tidak dibenarkan****: Saya mengesahkan bahawa urusniaga tersebut bukan atas kelulusan saya. Kad saya berada/tidak berada di dalam kawalan saya pada tarikh dan waktu urusniaga tersebut*. **(Untuk *kehilangan kad, sila lampirkan salinan laporan polis untuk rujukan pihak bank)***
☐	**11. Others / Lain lain:** _____

I hereby declare as follows:

- I authorise the Bank to investigate and/or rectify the transaction(s) in dispute. I agree that the Bank has absolute discretion to conduct any investigation to verify the disputed transaction(s) from whatever sources and whatever means that the Bank considers appropriate.
- If the investigation findings reveal that I am liable for any of the disputed transaction(s), the Bank shall be entitled to levy the sales slip retrieval fee applicable for my credit/debit/prepaid card disputes.
- No finance charge(s) and/or investigation charge(s) shall be levied in the event that the investigation findings reveal that I am not liable for any of the disputed transaction(s).
- I understand and agree that the Bank will take stern actions including making a police report and/or the subsequent legal action (if need be) against me for any attempt to make false claims on the disputed transaction(s). The Bank's findings in any investigation conducted in relation to my credit/debit/prepaid card account shall be conclusive, final and binding on me.

_____
Name/Nama*:*
Old/New IC no/No K/P Lama*:*
Tel No/ No Tel: