

<input type="checkbox"/>	Incorrect Amount	I made a transaction amounting to _____. However, I was charged for _____. I am disputing the difference of _____. (Provide copy of of the sales slip).
<input type="checkbox"/>	Merchandise or Services Not Received	I ordered the merchandise on ___/___/___/ (mm/dd/yy) with and expected delivery date on ___/___/___/ (dd/mm/yy). (Provide merchant response after being notified).
<input type="checkbox"/>	Paid by Other Means	I paid for the transaction using cash, check or other credit card. (Provide a copy of the proof of alternate payment).
<input type="checkbox"/>	Returned Merchandise	I returned the merchandise on _____ (date). (Provide merchants response after being notified).
<input type="checkbox"/>	Unauthorized Transaction	I did not authorize or participate in the transaction(s) indicate above or authorize anyone to engage in the transaction(s) and my card was in my possession at time of purchase. (Provide Fraud Statement)
<input type="checkbox"/>	Undispensed Cash Advance	I attempted to withdraw cash thru (name of bank) _____ ATM located at _____(Area, City) on ___/___/___, however no cash was dispensed. Enclosed is a copy of the ATM Slip.
<input type="checkbox"/>	Others	Please provided a complete description of the dispute along with your attempted resolution with the merchant. Enclose any documentation that support your claim.

Please provide description and circumstances surrounding your disputed transactions:

NOTE: You must attach all supporting documents to support your case. (i.e., Credit Slip, Proof of payment by other means, cancellation confirmation, rental agreement, etc.)

Enclosed is a photocopy of the front and back portion of my valid ID. I shall send physical card for proper investigation, if needed.

I HEREBY AGREE TO THE FOLLOWING TERMS & CONDITIONS:

1. **LANDBANK Credit Card, if needed, reserves the right to investigate and confirm my dispute claim;**
2. **If necessary, I agree to have LANDBANK Credit Card block my credit card account effective immediately, pending the resolution of my dispute claim;**
3. **The LANDBANK Credit Card dispute claim investigation is in accordance with accepted and standard credit card business practices and procedures;**
4. **Any amount credited to my account is provisional pending final outcome of the investigation;**
5. **Should the transaction in dispute is proven to be valid, I understand that I shall be liable for corresponding finance charges and charge-slip/ sales draft retrieval fees where applicable; and**
6. **Should my dispute claim be filed past charge back period*, LANDBANK Credit Card shall only process my claim in good faith, without any guarantee of reversal of my dispute.**

*** Charge back period is 60 calendar days from transaction date.**

Signature : _____
Name : _____
Contact No. : _____
Tax Identification Number (TIN) _____

Date : _____
Birthdate : _____
Birthplace : _____
Email address: _____

SEND TO LANDBANK Credit Card at 28F LANDBANK Plaza, 1598 M.H. Del Pilar corner Quintos Sts., Malate, Manila OR FAX TO (02) 528 85 47 or email scanned copy to CCAD@mail.landbank.com.