A. Please write legibly using capital letters only.
B. You must return the completed form no later than 45 days after the transaction date when the disputed transaction were charged.
C. You can submit the completed form to any of the following:
   - Email: customercare@mail.landbank.com
   - Fax to: (02)528-8408
   - Mail to Customer Care, LANDBANK PLAZA 1598 M.H. Del Pilar cor. Dr. J. Quintos St. Malate, Manila 1004
   - LandBank Branch
D. *For details in dispute, please provide a copy of the following:
   - Statement where the transaction appears – indicate the transaction(s) being disputed as well as the last authorized transaction performed on the card
   - Transaction Receipt (e.g., EFTPOS receipt, ATM receipt, payment receipt or sales voucher)
   - Any documentation which may support your claim

ACCOUNT HOLDER DETAILS
Surname: 
First name: 
Middle name: 
Phone number: 
Account number: 
Name of cardholder, if different to account holder:

TRANSACTION DISPUTE (Complete details where known)

Date: MM/DD/YY 
Time: HH:MM AM PM 
Amount: 

Transaction Type
ATM ☐
- Non - Dispensed
- Partial Dispensed
- Over Dispensed
- Unauthorized Withdrawal
- Card Retained / Captured
- Others

POS ☐
- Online ☐
- Mail Order ☐
- Tel. Order ☐
- Account Debited but no goods received
- Account not Debited but goods received
- Twice Debited/Duplicate processing
- Over Debit
- Under Debit
- *Paid by other means (attach proof of payment)
- *Cancelled Transaction: Date cancelled/returned _____ / _____
- Date merchandise/service was expected/received _____ / _____
- *Merchandise/Service not Received: Expected date/time of delivery: _____ / _____ Location: _____
- Description: ____________________________
- *Defective/Not as described: Date received/returned _____ / _____
- Explanation of quality related issue: ____________________________
- Credit not processed (attach copy of credit transaction receipt)
- Others/Unauthorized (Lost/Stolen/Counterfeit)
  Pls specify ____________________________
- Request for copy

Bank/Location: ____________________________

VMT ☐
VPP ☐

Bank:

DETAILS IN DISPUTE
Give details of why the transaction is being disputed or what aspect is being disputed. Specify any relevant surrounding circumstances and steps taken to ensure the security of the Card and PIN/CVV.

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

*Pls. provide required additional details on the next page.
Give details of the last transaction(s) authorized by you using your card.

<table>
<thead>
<tr>
<th>Date: MM/DD/YY</th>
<th>Amount:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date: MM/DD/YY</td>
<td>Amount:</td>
</tr>
<tr>
<td>Date: MM/DD/YY</td>
<td>Amount:</td>
</tr>
</tbody>
</table>

*Please provide the items stated above (letter D)

### LOST/STOLEN/MISUSED CARD AND/OR PIN/CVV

<table>
<thead>
<tr>
<th>What was lost/stolen/misused?</th>
<th>Card □ PIN/CVV □</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date lost/stolen/misused: MM/DD/YY</td>
<td>Time lost/stolen/misused: HH:MM AM □ PM □</td>
</tr>
<tr>
<td>Date Reported to LandBank: MM/DD/YY</td>
<td>Time Reported to LandBank: HH:MM AM □ PM □</td>
</tr>
</tbody>
</table>

Where and how did the breach occur? e.g housebreak in or stolen wallet?

- Did anyone else have access to your card or did you disclose your PIN/CVV to anyone? 
  - Yes □ No □

- Did you record your PIN/CVV?
  - Yes □ No □

(Please explain briefly how this happened) (Please explain briefly how and where was the record kept)

Was your card signed? Yes □ No □

### SIGNATURE

- I confirm that I have not authorized any transaction being disputed as “not authorized” in this form; or are aware that any amount disputed in this form is in fact a valid charge.

- I confirm that I have not kept in any way a permanent record of the PIN for this card, other than as disclosed in this form; and have disclosed the PIN for this card to anyone, other than as disclosed in this form.

- I consent to LandBank providing relevant third parties with copies of this form and supporting documents as part of the activities required to investigate and resolve this dispute. I understand that this may include personal information contained in such documents.

- I have read this statement in its entirety and attest that the information provided on this statement is true and correct.

- I confirm that I have exerted or attempted to resolve the dispute with the merchant or the merchant’s liquidator, if applicable.

  *Date: ______  *Explanation why the dispute is not resolved with the merchant: ________________

- I authorize LBP to debit from the account all applicable fees and charges arising from processing of this complaint.

__________________________  __________________________
Customer/Primary Cardholder Signature over Printed name    Date