



<input type="text"/>	Incorrect Amount	I made a transaction amounting to _____. However, I was charged for _____. I am disputing the difference of _____. (Provide copy of the sales slip)
<input type="text"/>	Merchandise or Services Not Received	I ordered the merchandise on ____/____/____ (mm/dd/yy) with expected delivery on ____/____/____ (mm/dd/yy). (Provide merchant response after being notified)
<input type="text"/>	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="text"/>	Returned Merchandise	I returned the merchandise on ____/____/____ (mm/dd/yy). (Provide merchants response after being notified)
<input type="text"/>	Unauthorized Transaction	I did not authorize or participate in the transaction(s) indicated above or authorized anyone to engage in the transaction(s) and my card was in my possession at the time of purchase. (Provide Fraud Statement)
<input type="text"/>	Undispensed Cash Advance	I attempted to withdraw cash through (name of bank) _____ ATM located at _____ (Area, City) on ____/____/____ (mm/dd/yy), however no cash was dispensed. Enclosed is a copy of the ATM Slip.
<input type="text"/>	Others	Please provide 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:**

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**NOTE:** Please 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 the physical card for proper investigation, if needed.

**I HEREBY AGREE TO THE FOLLOWING:**

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; and  
\*Charge back period is 60 calendar days from transaction date.
7. That I consent LANDBANK in the collection and processing of my personal information as contained in this form and other supporting documents, including other personal and confidential information that may be further requested of me for all legitimate intents and purpose to the investigation and resolution of this dispute, in accordance with the Republic Act No. 10173 or the Data Privacy Act of 2012, and its Implementing Rules and Regulations.

Signature : \_\_\_\_\_ Date : \_\_\_\_\_  
Name : \_\_\_\_\_ Birthdate : \_\_\_\_\_  
Contact Number: \_\_\_\_\_ Birthplace: \_\_\_\_\_  
Tax Identification Number (TIN): \_\_\_\_\_ Email address: \_\_\_\_\_

SEND TO LANDBANK Credit Card at 28F LANDBANK Plaza, 1598 M.H. Del Pilar corner Dr. J. Quintos Sts., Malate, Manila  
OR FAX TO (02) 8528-8547 or email scanned copy to CCAD@mail.landbank.com.