

# LANDBANK Credit Card

## CARDHOLDER COMPLAINT AND DISPUTE FORM (For LANDBANK Visa Credit Card Only)

Cardholder Name : \_\_\_\_\_

LANDBANK Visa

Credit Card No. : 

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### I. Complaint

My LANDBANK Visa Credit Card was denied/not accepted when I used it:

Merchant Name : \_\_\_\_\_

Time : \_\_\_\_\_

Merchant Address : \_\_\_\_\_

Date of Transaction: \_\_\_\_\_

Amount : \_\_\_\_\_

### II. Dispute

Merchant Name	Transaction Amount	Transaction Date	Post Date	Reference Number

*(Please use separate sheet if necessary)*

I received my billing statement for the month of \_\_\_\_\_ (month/ year) and do not agree with the transaction/s stated above due to the following reason/s: (copies of documentation/s attached)

- I have been charged twice/thrice
- My card was reported Lost/Stolen on \_\_\_\_\_ (mm/dd/yyyy) at about \_\_\_\_\_ (pm/am). Call was received by \_\_\_\_\_ (authorizer name). Attached is a copy of my Affidavit of Loss.
- I am not sure of the transaction(s), please retrieve a copy of the sales draft. I understand that I will be charged correspondingly with the cost of the sales draft should my disputed transaction be confirmed as valid.
- My LANDBANK Visa Credit Card is always in my possession. I have not authorized anyone to use my card. The transaction performed at the merchant indicated above was not made with my credit card and I have not benefited directly or indirectly from the transaction.
- I have paid for the transaction through other means i.e. cash, check, other credit card (please specify if not in the list) ( \_\_\_\_\_ ).
- I ordered goods/services relating to the above transaction/s which I have not received.
- Others: \_\_\_\_\_

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

#### I HEREBY AGREE TO THE FOLLOWING:

1. LANDBANK Visa Credit Card, if needed, reserves the right to investigate and confirm my dispute claim, in coordination with Banco De Oro (BDO), the Service Provider of LANDBANK Visa Credit Card;
2. If necessary, I agree to have LANDBANK Visa Credit Card block my credit card account effective immediately, pending the resolution of my dispute claim;
3. The LANDBANK Visa 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 prove 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 Visa Credit Card shall only process my claim in good faith, without any guarantee of reversal of my dispute.

Signature : \_\_\_\_\_

Date Filed: \_\_\_\_\_

Name : \_\_\_\_\_

Birthdate : \_\_\_\_\_

Contact No. : \_\_\_\_\_

Place of Birth : \_\_\_\_\_

Email Add: \_\_\_\_\_

TIN: \_\_\_\_\_

**\* NOTE: Chargeback period is 60 calendar days from transaction date**

SEND TO LANDBANK Credit Card at 28F LANDBANK Plaza, 1598 M.H. Del Pilar COR Quintos Sts., Malate, Manila  
OR FAX TO (02) 528 85 47