



STATEMENT OF DISPUTE

Fax : 603- 2711 4144
Email : customer.service@aeoncredit.com.my

Mail : AEON Credit Service (M) Berhad
Fraud Management & Authorisation Department
Level 18, UOA Corporate Tower, Avenue 10,
The Vertical, Bangsar South City,
No. 8, Jalan Kerinchi, 59200 Kuala Lumpur.

Section A: Customer Information

Card Number					
Agreement No.	<i>(if not card related dispute)</i>				
Customer's Name					
Contact No.		House		Office	Mobile
Email Address					

Section B: Disputed Transaction (for card related dispute only)

I have examined the charge(s) made to my account and I wish to dispute the transaction(s) listed below:-

No.	Transaction Date	Merchant Name	Amount (RM)
1.			
2.			
3.			
4.			
5.			

Section C: Reason for dispute (Please tick one)

- Duplicate billing: I was charged more than once for a single authorized transaction.
- Non-receipt of goods / Services Not Rendered: Date goods/ services expected by _____
(Enclosed proof of expected delivery services)
- Refund/Credit not processed: I did not receive credit for the enclosed voucher.
- Cancelled transaction/ membership/subscription: I have notified merchant to cancel charge/monthly/yearly subscription on _____ since then my account has been charged _____ times (enclosed with cancellation letter)
- Paid by other means: The transaction was also charged to my account but I have paid for it through cash/cheque/ other credit cards (enclosed proof of payment).
- Incorrect amount: Amount charged is incorrect, the transaction amount should be _____ and not _____ (enclosed is my copy of the sales draft prior to the alteration).
- Do not recognize the said transaction(s). I would like to request sales draft copy for reference.
- Unauthorized transaction(s): I confirmed that the transaction(s) was not authorized by me. My card was in my/our possession at the date and time of the transaction(s).
- The merchandise goods received were broken/defective and have been returned to the merchant on _____ (enclosed proof of merchandise returned).
- Card was lost / stolen. I confirmed that the physical card which I had safe kept in _____ is no longer in my possession since _____.
- Others (Please Specify) _____

Dispute Conditions:
Please ensure ALL the following are fulfilled, failing which you may be delayed/deprived of the right to recover the above disputed amount.

- The completed form(s) must be returned to AEON Credit within 3 business days upon first dispute complaint notified to our Customer Care Centre. Additionally for cardholder:-
- Dispute must be lodged within 14 days of the monthly statement date and complete documents MUST be provided
- In the event that the investigation(s) reveals or indicates that the cardholder is liable for any disputed transaction(s), the Sales Draft Retrieval Fee of RM15.00 and RM20.00 applicable for Credit Card/Aeon Member Plus Card and Prepaid Card respectively for each sales draft shall be levied to your account.
- AEON Credit has the right to reverse any temporary credit(s) given and impose applicable finance charges on the disputed transaction(s) and any other government tax (if any).

Section D: Declaration

I make this solemn declaration conscientiously believing the statements given to be true and without prejudice to any party. I understand that any findings in any investigation conducted related to my Card Account/Agreement shall be conclusive, final and binding on me and shall not be opened for questioning in any event.

Customer's Signature: _____

Date : _____