

Send your request to / Sila hantar borang kepada:  
 FINEXUS Cards Sdn Bhd  
 P.O. Box 11695, 50754 Kuala Lumpur  
 Or fax to / Fax ke +6 03 4051 9901  
 Email to / Emel kepada info@finexuscards.com

**FINEXUS Cards Dispute Form  
 To FINEXUS Cards Dispute Section (Fax No : 03-4051 9901)**

I am disputing the following transaction(s) debited to my account (see below) :

|                    |  |                      |
|--------------------|--|----------------------|
| Transaction Date : | Merchant Name (as it appears in the statement) : | Transaction Amount : |
| _____              | _____  | _____                |
| _____              | _____  | _____                |
| _____              | _____  | _____                |

**Dispute Reason(s)**

Please Tick (√) where appropriate.

- I require a copy of the sale draft / transaction receipt for my record\*.
- I confirm that this transaction charged was not authorized by me. The card was in my possession at the time of the transaction.
- I did incur RM \_\_\_\_\_ on \_\_\_\_\_ (date) BUT not for the above amount - enclosed a copy of my original sales draft.
- I was charged \_\_\_\_\_ times for the same transaction.
- I have cancelled my hotel reservation - enclosed is a copy of my hotel cancellation letter stating the cancellation code/details for your reference.
- I have paid in full by other modes of payment - enclose is a copy of the receipt as proof.
- I was billed with an incorrect original transaction currency. It should be \_\_\_\_\_ and not \_\_\_\_\_.
- I have yet to receive the refund for the above amount - enclosed is the credit slip provided by the said merchant.
- I have yet to receive the goods /services ordered from this merchant to-date - enclose is a copy of the order form with the agreed delivery date for the goods/services for your reference.
- The goods / services ordered differs from what is specified in the order form - enclose a copy of the invoice/receipt with its description for your reference.
- The goods / services ordered and delivered are defective/unsuitable\*\* for the purpose sold - enclosed is a copy of my letter that is self-explanatory on this matter for your reference.
- I have duly notified the above merchant to cancel my monthly/quarterly/yearly/recurring\*\* deduction by letter/facsimile/e-mail\*\* on \_\_\_\_\_ (date) and yet I am still billed for this transaction - enclosed is a copy of my cancellation notification and acknowledgement by the above merchant for your reference.
- Cash not dispensed – non-receipt of cash from ATM (ATM slip copy enclosed)
- Other Dispute – Please specify : \_\_\_\_\_  
 \_\_\_\_\_

\* fees/charges applicable

\*\* delete where applicable

|  |                                   |
|--|-----------------------------------|
| My Contact Telephone Number : _____<br>Cardholder / Customer Name : _____<br>Card Number : _____ | Signature : _____<br>Date : _____ |
|--|-----------------------------------|