

Mail to : Citibank Berhad, Chargeback Unit  
Level 12, Menara Citibank  
No. 165, Jalan Ampang  
50450 Kuala Lumpur  
Email to : [Chargebackdoc@citi.com](mailto:Chargebackdoc@citi.com)



**RE: Disputed Transaction / Pertikaian Transaksi:**

Cardnumber/ No Kad																				
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I wish to dispute the below mentioned transaction(s), which has/have been debited to my account.

DATE:

*Saya ingin mempertikaikan transaksi(-transaksi) berikut, dimana telah dicajkan ke akaun saya.*

*Tarikh*

<b>Merchant Name</b> <i>Nama Gedung</i>	<b>Transaction Date</b> <i>Tarikh Transaksi</i>	<b>Amount</b> <i>Jumlah</i>	<b>Statement Date</b> <i>Tarikh Penyata</i>	<b>Case No(pls provide)</b> <i>No Kes</i>

**Reason(s) for dispute / Sebab-sebab pertikaian:**

<input type="checkbox"/>	<b>Duplicate billing:</b> I was charged more than once for a single authorized transaction. <i>Transaksi Berlebihan:</i> Saya telah dicaj lebh dari sekali untuk transaksi yang sama
<input type="checkbox"/>	<b>Non-receipt of Goods / Services Not Rendered:</b> Date Goods/ services expected by _____ (Enclosed proof of expected delivery/services) <i>Barang/Perkhidmatan Tidak Diterima:</i> Tarikh penghantaran/perkhidmatan dijangka pada _____ (Dilampirkan bukti terhadap tarikh jangkaan penghantaran/perkhidmatan)
<input type="checkbox"/>	<b>Refund/Credit not processed:</b> I did not receive credit for the enclosed voucher. <i>Pembayaran balik / Kredit tidak diproses:</i> Saya tidak menerima kredit untuk baucer kredit yang dilampirkan
<input type="checkbox"/>	<b>Cancelled membership/subscription:</b> I have notified merchant to cancel montly/yearly subscription on _____ since then my account has been charged _____ times (enclosed with cancellation letter) <i>Pembatalan keahlian/ langganan:</i> Saya telah memberitahu gedung berkenaan untuk membatalkan langganan bulanan/tahunan pada _____ sejak itu, akaun saya telah dicaj sebanyak _____ kali (bersama ini dilampirkan surat pembatalan)
<input type="checkbox"/>	<b>Paid by other means:</b> the transaction was also charged to my account but I have paid for it through cash / check/ other credit cards (enclosed proof of payment) <i>Pembayaran dengan cara lain:</i> transaksi tersebut telah dicaj ke akaun saya tetapi saya telah membuat pembayaran dengan cara yang lain (bersama ini dilampirkan bukti pembayaran).
<input type="checkbox"/>	<b>Incorrect Amount:</b> Amount charged is incorrect, the transaction amount should be _____ not _____ (enclosed is my copy of the sales draft prior to the alteration). <i>Jumlah Salah:</i> Jumlah yang dicaj adalah salah, jumlah transaksi sepatutnya _____ bukan _____ (bersama ini dilampirkan deraf jualan sebelum pindaan).
<input type="checkbox"/>	I would like to request sales draft copy for my reference. I hereby understand that, additional charge of RM20 will be levied to my account. <i>Saya ingin memohon salinan deraf jualan untuk rujukan sendiri. Dengan ini, saya memahami bahawa caj tambahan sebanyak RM20 akan dicaj ke-akaun saya.</i>
<input type="checkbox"/>	<b>Unauthorized transaction (s):</b> 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). <i>Transaksi Tidak Sah:</i> Saya mengesahkan bahawa transaksi yang dicaj bukan di atas kelulusan saya. Kad Saya berada dalam kawalan saya pada tarikh dan waktu transaksi tersebut.
<input type="checkbox"/>	The enclosed credit voucher was posted as a debit in my statement. <i>Kredit baucer yang dilampirkan telah dimasukkan ke dalam penyata akaun saya sebagai debit.</i>
<input type="checkbox"/>	The merchandise goods received were broken/defective and have been returned to the merchant on _____. (enclose proof of merchandise returned ) <i>Barangan yang diterima adalah rosak dan telah dikembalikan pada _____.(dilampirkan bukti pengembalian).</i>
<input type="checkbox"/>	<b>Others Lain-lain</b> _____

**I authorise Citibank to investigate/correct the transaction(s) in dispute.**

*Saya membenarkan Citibank untuk menyasat/membetulkan transaksi yang dipertikaikan.*

**X** \_\_\_\_\_

**Name Nama:**

**Old/New IC No** No Kp Lama/Baru:

**Tel No** No Tel:

If you dispute any transactions stated in your statement, we may in our absolute discretion deem fit conduct any investigation(s) regarding the disputed transaction(s) wherein the following shall apply:-

- If our investigation(s) reveal or indicate that you are liable for any of the disputed transaction(s), we shall be entitled to levy the following charges:-
  - an investigation(s) charge(s) as we may deem fit to charge; and
  - finance charge(s) from the date of the disputed transaction(s) until the finalisation of our investigation( s).
- No finance charge(s) and/or investigation charge(s) shall be levied in the event that the investigation(s) reveal that you are not liable for any of the disputed transaction(s). Our findings in any investigation conducted in relation to your Card Account shall be conclusive, final and binding on you and shall not be opened for questioning in any event.