

E-Transaction Dispute/Error Form



Date:

Customer's Name: Surname Middle Name First Name

Card No: * * * * *

A/C No:

Phone Number 1:

Other Phone: (optional)

Email: (optional)

Amount Refundable

Amount Refundable Surcharge Amount Less Partial Amount Dispensed (if any)

Total Amount Total Amount In Words

Date of Transaction Time of Transaction : am pm

Transaction Type ATM POS Mobile Web Others (Pls specify)

Chargeback/Dispense Error Reason Non-Dispense Partial Dispense Merchandise Return
 Others (Pls specify)

Comment/Request:

Terminal where the transaction was done

Bank: Location:

Customer's Signature: Date:

Kindly attach receipt of transaction where available

FirstTrust Mortgage Bank reserves the right to recover from cardholder any chargeback credits on claims represented by acquirer bank