

Cardholder's Name						Date		
Last Name		First Name		Middle Name		Month	Day	Year
EastWest Credit Card Number of Disputed Transaction								
			X	X	X	X		
(First and Last Four Digits ONLY)								

TRANSACTION(S) FOR DISPUTE			
<i>(If more than 5 transactions, write the details in a separate sheet of paper)</i>			
Sale Date	Post Date	Merchant Name/Transaction Description	Amount
<b>Total</b>			

**REASON/DISPUTE TYPE (choose 1 or 2)**

- 1** I/My supplementary made the transaction(s) but (check the most applicable reason below)
- I was billed twice, i.e. 2 or more transactions with the same transaction date, amount, and establishment name
  - I cancelled the transaction(s), but still appeared on my statement of account (attach the cancellation document)
  - The good(s) and/or service(s) I ordered on my card was/were not delivered/rendered (indicate the following details below)
 

Expected date of receipt of good(s) and/or service(s)	
Specific description of good(s) and/or service(s)	
  - The transaction amount on my statement of account is different from the amount on my charge slip\* (attach a clear charge slip)  
\*please note that the following are valid transactions that may not be reflected in your original charge slip(s): (a) tips not part of the billed amount or (b) foreign currency conversion fee
  - I returned the item(s), but the transaction(s) was/were not reversed (attach the return confirmation document from the merchant)
  - The transaction(s) was/were paid through cash, debit or another credit card but still appeared on my statement of account. (provide the charge slip or receipt of the transaction)
- 2** I/My supplementary card did not make the transaction(s) (check the most applicable reason below)
- I was billed for transaction(s) with an EastWest Credit Card that I do not have, i.e. I never received or applied for the credit card.
  - The transaction(s) was/were made using a lost/stolen card that I have reported.
  - I have the physical credit card but got billed for transaction(s) that I did not make i.e. questionable online transaction(s) or charges from merchants that I did not transact with.

The circumstances I have stated are true and correct and the documents I have submitted are authentic or duly issued.

- By sending this form, I understand that:
- ✓ The investigation may take 45 calendar days;
  - ✓ Applicable fees shall be applied if the disputed transaction(s) is/are proven valid such as, not only limited to retrieval fee, card replacement fee, finance charge and transaction amount;
  - ✓ The transaction(s) may be put on hold or temporarily reversed during investigation;
  - ✓ The disputed transaction(s) will be processed upon receipt of complete documents; and
  - ✓ I shall update EastWest Bank for any changes in my contact numbers (mobile number or e-mail address) to enable the Bank to communicate to me the updates/requirements to process the dispute.

Please send this form through fax at (02) 784-5601 to 02 or e-mail at [csdocs@eastwestbanker.com](mailto:csdocs@eastwestbanker.com).

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**SIGNATURE OVER PRINTED NAME**

EastWest Bank is regulated by the Bangko Sentral ng Pilipinas. For inquiries or complaints, you may call EastWest Bank's 24-Hour Customer Service at (02) 888-1700, e-mail [cards@eastwestbanker.com](mailto:cards@eastwestbanker.com) or text EWBCS<space><your message> and send to 2327 for Globe subscribers or (0917) 890-2327 for other networks. Similarly, you may contact the BSP Financial Consumer Protection Department at (02) 708-7087.