

PURCHASE DISPUTE FORM

Customer Information
Full Name (Last name first) _____ **Maya-registered Mobile Number** _____

Transaction Information			
Mode of Payment Used	<input type="checkbox"/> Maya Wallet/Maya Card	<input type="checkbox"/> Maya Easy Credit	<input type="checkbox"/> Maya Credit Card (Card ID #1: _____)

Purchase Date	Merchant Name	Amount Charged to Account ²	Disputed Amount ³	Transaction Reference No.

¹The unique code at the back of your card. ²The total sum of money charged or billed to your account. ³The portion of the amount that you are contesting.

Reason for Dispute (Choose one)	Additional Document/s or Information Required (Please specify in the Other Supporting Information field if needed)
<input type="checkbox"/> Declined but amount was debited Transaction was declined or unsuccessful due to an error. No other payment method was provided to complete the purchase/sale but my account was still charged/debited.	<ul style="list-style-type: none"> • Copy of email/SMS conversation with merchant proving transaction was unsuccessful • Proof/screenshot of the transaction showing it was unsuccessful due to an error
<input type="checkbox"/> Unauthorized transaction I never provided my card or card information to the merchant and did not authorize anybody to do so on my behalf.	Please indicate the status of your card at the time of transaction: <input type="checkbox"/> In my possession <input type="checkbox"/> Lost <input type="checkbox"/> Stolen
<input type="checkbox"/> Credit not processed/Transaction canceled A refund is due because the merchandise was returned or the service was canceled AND/OR the merchant claims that the refund has already been issued/processed but is not yet reflected in my account.	Please check all that apply: <input type="checkbox"/> Merchandise was returned or the service was canceled <input type="checkbox"/> Merchant claims that refund has already been issued/processed but is not yet reflected in your account Provide these additional documents: <ul style="list-style-type: none"> • Copy of the cancellation letter/request sent to the merchant • Copy of credit/void transaction receipt or any document reflecting the merchant agrees to cancel or void the purchase, indicating a refund for the transaction
<input type="checkbox"/> Cash advance	Please choose one: <input type="checkbox"/> I did not authorize the cash advance that transpired <input type="checkbox"/> The cash advance amount was not dispensed but my account was debited
<input type="checkbox"/> Duplicate transaction Multiple charges/debits were made to my account for the same purchase.	None
<input type="checkbox"/> Service not provided / Merchandise not received	<ul style="list-style-type: none"> • Proof that you attempted to resolve the dispute with the merchant • Specific description of service or merchandise purchased • Expected delivery date of the merchandise or the agreed fulfillment date of the service • If the merchandise or service was returned/rejected due to late delivery/fulfillment, please provide the date of return/rejection
<input type="checkbox"/> Paid by other means I paid the transaction by alternate means, e.g., check, cash, QR, or using another card.	Proof that merchant received payment by another method aside from the disputed account: <ul style="list-style-type: none"> • Credit or debit card statement, if paid for by another card • Cash receipt • QR transaction receipt • Front and back copy of encashed check (obtainable from the issuing bank)
<input type="checkbox"/> Canceled subscription/membership/other recurring transaction I have already canceled a recurring transaction but the merchant continues to charge/debit my card after the cancellation date.	<ul style="list-style-type: none"> • Exact cancellation date • Method of cancellation, e.g., phone call, email, via website, or at the merchant's physical store/establishment • Copy of cancellation letter/email/request sent to the merchant; if via phone call, provide the phone number and name of the merchant's representative • Copy of any document/email reflecting the merchant received/acknowledged the cancellation request
<input type="checkbox"/> Product is defective or not as described	<ul style="list-style-type: none"> • Proof that you attempted to resolve the dispute with the merchant • Photo of the item or service • Copy of product/service specification or description in ads/websites/brochures/contracts/agreements/etc. • Detailed description or explanation how/why the merchandise/service you received was defective or not as described • Date when you received the merchandise or service • Date when you returned (or attempted to return) the merchandise OR canceled/refused the service
<input type="checkbox"/> Incorrect transaction amount I was billed an incorrect amount OR the merchant altered the transaction amount without my permission	Copy of the transaction receipt/charge slip/sales draft showing the correct transaction amount
Other Supporting Information	

Upon submission and review of the dispute, a temporary refund may be credited to your Maya account. If the accountholder is found liable, you agree to release the temporary refund, or pay back the equivalent amount in case the temporary refund is no longer in the account. You agree to discharge Maya of all claims, demands, causes of action, damages, costs, expenses, attorney's fees, and obligations of any nature whatsoever, known or unknown, in law or in equity, arising from and related to all and any suspected fraudulent debit transactions conducted through the account on the date of disputed transaction.

You hereby declare that all information provided in this dispute form are true and that the attachments are genuine and valid. You understand that the resolution of the dispute is subject to the timeliness and validity of the submission, applicable guidelines of card networks and result of the investigation, and Maya does not make any guarantee that your transaction will be reversed or canceled. Terms and conditions of Maya Philippines, Inc. and Maya Bank, Inc. shall apply.

You hereby allow Maya to disclose to all concerned parties your personal information relating to your request in order for Maya to further investigate your dispute and process as requested.

Your Signature _____ **Date** _____