

PURCHASE DISPUTE FORM

KINDLY ACCOMPLISH THE PURCHASE DISPUTE FORM, ATTACH AT LEAST 2 VALID ID'S AND ALL REQUIRED DOCUMENTS, AND SEND TO disputes-support@maya.ph WITHIN 7 CALENDAR DAYS.

CUSTOMER INFORMATION

Cardholder's Name _____ Date _____
 Card Number _____ (optional) Mobile Number _____ (linked to account)

TRANSACTION INFORMATION

MODE OF PURCHASE: Online Swipe / Insert / Tap NFC (Near-field Communication)

PURCHASE DATE	MERCHANT NAME	PESO AMOUNT	FOREIGN CURRENCY AMOUNT	APPROVAL CODE / REFERENCE NO.

REASON FOR DISPUTE:

Declined but debited - Transaction was declined or unsuccessful due to an error and no other payment method was provided to complete the purchase/sale but the account was still charged/debited.
Additional Documents Required:

- Copy of the email/SMS conversation with the merchant proving that the transaction was unsuccessful.
- Proof/screenshot of the transaction showing it was unsuccessful due to an error.

Unauthorized Transaction - Cardholder never provided payment card / card info to the merchant and did not authorize anybody to do so on his/her behalf.
Additional Information Required: (Specify in the 'Other Supporting Information' field below)

- Cardholder must specify the status of the card at the time of the transaction:
 In cardholder's possession Lost Stolen

Credit Not Processed / Cancelled Transaction - Cardholder claims a refund is due because: (Specify in the 'Other Supporting Information' field below)
 (A) merchandise was returned or service was cancelled; and/or
 (B) the merchant claims to have already issued/processed a refund but the refund is not yet posted/reflected in the account.
Additional Documents Required:

- 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/void the purchase, indicating a refund for the transaction.

Duplicate Processing - Cardholder claims multiple charges/debits on the account for the same purchase.
No Additional Documents Required

Service Not Provided or Merchandise Not Received - Cardholder claims service(s) was not rendered, or merchandise was not delivered by the merchant on the agreed date.
Additional Information Required, as applicable: (Specify in the 'Other Supporting Information' field below)

- Proof that the cardholder attempted to resolve the dispute with the merchant.
- Specific description of service(s)/merchandise purchased.
- Expected delivery date of the merchandise or the agreed fulfillment date of the service.
- If the merchandise/service was returned/rejected due to late delivery/fulfillment, please provide the date of return/rejection. _____

Paid by Other Means - Cardholder claims transaction was paid by alternate means: check; cash; or another card.
Additional Documents Required:

- Proof that the merchant received payment in a different method aside from the disputed account:
 - Credit/Debit card statement, if paid by another card
 - Cash Receipt
 - A copy of the front and back of the encashed check (obtainable from the checking account bank)

Cancelled Recurring Transaction (Subscription/Membership) - Cardholder already cancelled the subscription or service but the merchant is still charging/debiting the card after the cancellation date.
Additional Information Required, as applicable: (Specify in the 'Other Supporting Information' field below)

- Exact cancellation date
- Method of cancellation (phone call, email, unsubscribed via website, cancelled at the merchant physical store/establishment,)
- Copy of the cancellation letter/email/request sent to the merchant (if via phone call provide the phone number and name of the merchant representative)
- Copy of any document/email reflecting the merchant received/acknowledged the cancellation request.

Not as Described or Defective Merchandise - Cardholder claims that the goods are defective, or the services/merchandise received was not as described.
Additional Information Required, as applicable: (Specify in the 'Other Supporting Information' field below)

- Proof that the cardholder attempted to resolve the dispute with the merchant.
- Photo of the item or service, which is found to be defective or not as described from the merchant's advertisement.
- Specific description of service(s)/merchandise purchased. (Please include a copy of product/service specification or description in advertisements/brochures/contracts/agreements/etc.)
- Specific description or explanation how/why the merchandise/service received was not as described/defective.
- Date when the cardholder received the defective/not as described merchandise or service.
- Date when the cardholder returned (or attempted to return) the merchandise or cancelled (refused) the service.

Incorrect Transaction Amount - Cardholder claims he was billed an incorrect amount, or the merchant altered the transaction amount without the cardholder's permission.
Additional Documents Required:

- 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 the 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.

I hereby declare that all information provided in this dispute form are true and that the attachments are genuine and valid. I 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 my transaction will be reversed or cancelled. Terms and conditions of PayMaya Philippines Inc. shall apply.

I hereby allow Maya to disclose to all concerned parties my personal information relating to my request, for Maya to further investigate on my dispute and process as requested.

Cardholder's Signature: _____ Date: _____