



Email to  
Contact us at

PNBCreditCards@pnb.com.ph  
02-818-9-818 (Metro Manila) / 1800-10-818-9-818 (Domestic Toll-Free Number)

CARDHOLDER NAME:  
CARD NUMBER:

| Merchant Name | Tran Amount | Tran Date | Post Date | Reference Number |
|---------------|-------------|-----------|-----------|------------------|
|               |             |           |           |                  |
|               |             |           |           |                  |
|               |             |           |           |                  |
|               |             |           |           |                  |

**Please check appropriate reason of dispute:**

- I did not make the above transaction/s nor authorized anyone to use my credit card. The card was always in my possession and never got lost.
- I have been charged an incorrect amount. Amount should be \_\_\_\_\_ (w/ charge slip showing the correct transaction amount).
- I have been charged of an incorrect currency code. It should be in \_\_\_\_\_(w/charge slip showing the correct currency code).
- The transaction should not be posted in my card. I paid it through (cash / other credit card)
- I ordered goods/services relating to the above transaction/s which I have not received.
- The membership/subscription from the merchant is already cancelled as of \_\_\_\_\_.
- The good/s that I received is defective/damaged.
- Merchant promised to reverse the transaction but has not been credited to my account.
- Installment: Applied for promo but billed as regular.

Should the outcome of the dispute process be in favor of the merchant vs. your claim then we will be informing you that we have to re-bill the transaction/s including the interest and fees, if applicable.

Signature:

Date:

Contact Number:

|                       |         |               |
|-----------------------|---------|---------------|
| <u>Retrieval Fees</u> | Local   | International |
| Sales Slip:           | P400.00 | US \$15.00    |
| Statements:           | P50.00  | P50.00        |