



TRANSACTION DISPUTE FORM BORANG BANTAHAN TRANSAKSI

Case ID. / ID Kes:

ACCOUNT & TRANSACTION DETAILS / BUTIRAN AKAUN & TRANSAKSI

Al Rajhi Bank Card No. / No. Kad Bank Al Rajhi:

Al Rajhi Bank Account No. / No. Akaun Bank Al Rajhi:

Transaction description / Maklumat transaksi:

| Merchant Name or ATM Details i.e. Bank, Terminal No & Location / Nama Perniagaan atau Butiran ATM cth. Bank, No Terminal & Lokasi | Beneficiary Account No. & Bank / No Akaun Penerima & Bank | Transaction Date / Tarikh Transaksi | Amount (RM) / Jumlah (RM) | Reference No. / No Rujukan |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------|------------------------------|-------------------------------|
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REASON(S) FOR DISPUTE / SEBAB-SEBAB BANTAHAN

Self Service Terminal / Terminal Layan Diri

- ATM : Cash does not dispense/Cash only partially dispensed/Unsuccessful Inter Bank Fund Transfer (IBFT) transaction. /
ATM : Pengeluaran wang tidak berjaya/Pengeluaran wang tidak sepenuhnya/Pindahan Tunai Antara Bank (IBFT) tidak berjaya.
- Cash Deposit Machine : Deposited cash not credited to the beneficiary's account. /
Mesin Deposit Tunai : Deposit wang tunai tidak dikreditkan ke akaun penerima.

e-Payment / Pembayaran Elektronik

Select the type of e-Payment / Pilih jenis pembayaran elektronik:

- Interbank Giro (IBG) JomPAY Direct Debit DuitNow to Account DuitNow to Proxy Intrabank transfer
(within ARBM accounts)

Details of dispute / Butiran bantahan:

Card Transaction / Transaksi Kad

- Duplicate billing: I was charged more than once for a single authorized transaction. / Saya dicaj lebih dari sekali.
Details of dispute / Butiran aduan:
- Non receipt of goods/Service not rendered. The expected delivery date was / Barang/perkhidmatan tidak diterima. Tarikh
Remark: Please enclose the proof of expected service/delivery date. / Catatan: Sila sertakan bukti tempahan perkhidmatan/penghantaran.
- Paid by other means: I have paid the above transaction through cash/cheque/other credit. / Pembayaran dibuat dengan tunai/cek/lain-lain.
Remark: Please enclose the proof of expected service/delivery date. / Catatan: Sila sertakan bukti tempahan perkhidmatan/penghantaran.
- Incorrect amount billed : The amount of transaction billed is different from the amount I had authorized. / Amaun transaksi yang dibill salah.
Remark: Please enclose the transaction receipt that you had authorized. / Catatan: Sila sertakan resit pembayaran.
- Cancelled subscription/membership. Date of cancelation: / Pembatalan langganan/keahlian pada tarikh:
Remark: Please enclose the cancellation letter addressed to the merchant. / Catatan: Sila sertakan salinan surat pembatalan.
- Refund/Credit not processed after credit transaction receipt issued. / Pemulangan tidak diproses selepas resit dikeluarkan.
Remark: Please enclose the credit transaction receipt/credit voucher. / Catatan: Sila sertakan resit transaksi kredit.
- Cancellation of hotel reservation. / Pembatalan tempahan hotel.
Remark: Please enclose a copy of merchant's cancellation notice. / Catatan: Sila sertakan notis pembatalan tempahan daripada pihak hotel.
- I would like to request for a copy of sales draft of the above transaction(s). I understand and consent that additional charges will be deducted from my account. / Saya memohon salinan rekod pembelian. Saya faham dan setuju untuk dikenakan caj tambahan yang akan ditolak dari akaun saya.
- Unauthorized transaction(s): I certify that the above transaction(s) was neither made nor authorized by me or my supplementary cardholder. My card was in my possession at the date/time of the transaction(s) and at all times. / Transaksi tidak sah: Saya mengesahkan bahawa saya mahupun pemegang kad tambahan tidak melakukan transaksi di atas. Kad berada dalam pegangan saya semasa transaksi dibuat.
- I participated in only ONE transaction at the above merchant but did not engage nor authorize the above transaction and my card was in my possession and control at the time of the questioned transaction. / Saya telah membuat SATU transaksi di perniagaan di atas tetapi tidak pernah melakukan mahupun mengesahkan transaksi di atas. Kad berada dalam pegangan saya semasa transaksi dibuat.

Others (please elaborate and enclose supporting document, if applicable): / Lain-lain (sila jelaskan dan sertakan dokumen sokongan, jika berkenaan):

Note: / Nota:

DECLARATION / PENGAKUAN

1. All the above information I have provided are accurate. / Informasi yang diberi adalah tepat.
2. I authorize Al Rajhi Banking & Investment Corporation (Malaysia) Bhd to investigate and verify the transaction(s) in dispute. / Saya memberi kebenaran kepada pihak Al Rajhi Banking & Investment Corporation (Malaysia) Bhd untuk menjalankan siasatan lanjut aduan saya.
3. I acknowledge that a police report must be made to facilitate investigations by the Bank for all unauthorized transaction(s) and a copy of the same to be provided to the Bank. / Saya faham yang laporan polis perlu disertakan untuk tujuan siasatan lanjut.
4. If the transaction is found to be genuine, I agree to bear the sales slip retrieval fee of RM 5.00 applicable for Debit Card-i respectively, and other processing charges incurred as a result of the investigation carried out by the Bank. / Saya akan dikenakan bayaran RM 5.00 sekiranya transaksi Kad Debit-i didapati sah selepas Bank menjalankan siasatan lanjut.
5. I understand that the investigation may take up to 75 days for a resolution and confirmation. Note: For PayNet Disputed transaction within 10 days up to 30 days./For Visa Disputed transaction within 75 days. / Saya faham siasatan lanjut boleh mengambil masa sehingga 75 hari. Nota: 10 hari hingga 30 hari untuk aduan melibatkan Paynet./Dalam tempoh 75 hari untuk aduan melibatkan Visa.
6. I acknowledge that should the investigation for debit card transactional dispute not be completed within fourteen (14) calendar days, the Bank will refund a temporary credit into my account on the 14th calendar day from the date the disputed transaction was reported to the Bank. If the outcome of the investigation shows that I'm liable towards the transaction(s), the Bank shall reverse the temporary credit provided earlier without further reference to you. / Saya faham sekiranya siasatan tidak dapat diselesaikan dalam tempoh empat belas (14) hari, pihak bank akan mengeluarkan pemulangan sementara pada hari ke 14 dari tarikh aduan dibuat. Sekiranya hasil siasatan menunjukkan transaksi tersebut adalah sah, maka pihak Bank, tanpa sebarang rujukan, berhak mengambil semula pemulangan sementara yang dikreditkan.
7. Should the Bank be unable to reverse the temporary credit from my account due to insufficient funds/closed account, the Bank reserves the right to demand the same amount from me including but not limited to initiating legal proceedings against me and all costs incurred shall be borne by me. / Sekiranya baki akaun tidak mencukupi untuk pihak bank mengambil semula pemulangan sementara, Pihak bank berhak untuk menuntut jumlah wang termasuk kos guaman dan lain-lain yang akan digunakan.
8. I acknowledge that the Bank's findings in any investigation conducted in relation to the above shall be conclusive, final and binding on me and shall not be opened for questioning in any event. / Saya faham hasil siasatan di atas adalah konklusif, muktamad dan terikat dan tidak boleh dipertikaikan.

Full Name: / Nama Penuh:

NRIC or Passport No: / No K.P. atau Pasport:

Mobile No: / No Tel. Bimbit:

Email Address: / Alamat Emel:

Date: / Tarikh:

Signature: / Tandatangan:

FOR SUBMISSION / UNTUK SERAHAN

Please submit the completed transaction dispute form with relevant supporting document(s) via one of the following channels / Sila serahkan borang bantahan transaksi yang telah dilengkapi berserta dokumen-dokumen sokongan melalui salah satu saluran-saluran berikut:

- 1) Email to: customersupport@alrajhibank.com.my / Emel ke: customersupport@alrajhibank.com.my.
- 2) Alternatively, you may hand in the form at any nearest branch / Selain itu, anda boleh serahkan borang di mana-mana cawangan terdekat.

Note : Please complete, sign and return the dispute form to us within fourteen (14) calendar days from the account statement date else we will assume the charge is in order / Nota : Sila lengkapkan borang berserta tandatangan dalam masa empat belas (14) hari dari tarikh penyata akaun. Pihak bank akan menganggap caj adalah sah sekiranya tiada bantahan dibuat.