

Customer Disputed Transaction Investigation Request from

Date :

I wish to dispute the following transaction(s), which has been debited to my account.
Detail as follows:

Name and Surname	Phone Number:	Card Number:

Merchant/ATM Name	Transaction Date	Transaction Amount	
		Baht	Foreign Currency (Unit)

Please Mark ✓ to indicate your dispute reason.

- 1. Neither participated in nor authorized the above transaction(s)
- 2. I have been billed more than once for the same transaction.
- 3. The amount is incorrect. The correct amount isas per attached evidence.
- 4. I have not received credit for the attached credit advice.
- 5. I paid for the above transaction by :
 - cash Credit card othersas per attached evidence.
- 6. I have notified the merchant to cancel the purchase since.....as per attached evidence.
- 7. I have notified the merchant to cancel the purchase since..... as per attached evidence.
- 8. I dispute foreign Exchange loss.
- 9. I withdraw via ATM, the amount was deducted, but I haven't got the money.
- 10.Others

I confirm that my Bank Card was in my possession and control at the time of the above transaction (s).

Signature as it appears on the card

Remark: Please fill in the form correctly. Otherwise, we are unable to conduct any investigation or make a credit adjustment to your account. Please send the form thru :

1. Mailing to ICBC (Thai) Bank Head office, Retail Banking Dep., 11 Fl., Emporium Tower 622 Sukumvitt Road, khlong Ton, Khlong Toei, Bangkok 10110.
2. Via mail info@th.icbc.com.cn.
3. Retail Banking Department fax 02-663-9000.
4. ICBC (Thai) Branches.

The Bank will inform the result within 5 working days.

The foregoing unaudited information is provided to you by ICBC (Thai) per your requisition. The Bank shall not be responsible to or liable for any loss or damage incurred to you or any other person due to any decision made or any action taken based on such information.

For bank use only

Branch		Contact person		Telephone Number	
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