

**Maybank****Unauthorised ATM Cash Withdrawal Dispute Form**

Your details															
Cardholder Name															
Card Number															
Contact Number															

**Important Note:**

- Please submit the signed letter of dispute with supporting document(s) within 120 calendar days from the date that the dispute was raised with the Bank

No	Name of Bank	Location / Country of ATM	Currency / amount dispensed from ATM	Amount debited from Maybank Account (S\$)
1.				
2.				
3.				
4.				
5.				

**Supporting documents required:**

- Physical card
- Police Report
- Copy of passport (for unauthorised overseas cash withdrawal only)

**Cardholder's Declaration**

- All information provided above is accurate and true to the best of my knowledge.
- I authorise the Bank to investigate the transaction(s) in dispute.
- I understand and accept that investigation may take up to 60 calendar days or longer.
- I understand that incomplete forms without supporting documents will not be processed.
- During the course of investigations, I understand the Bank may contact me for further assistance.
- I understand and accept that in the absence of my response with necessary information or documents within a specified timeframe, the Bank will consider the disputed transaction(s) stated above to be valid transactions and I will be liable for them.
- I understand that Maybank cannot guarantee the success of disputed amount recovery as the result is determined by, but not limited to, the outcome of investigations.
- The Bank's decision after conducting its investigations is final.

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Cardholder's Signature and Date

<b>What to do next:</b> (Submit the duly completed and signed dispute form to Maybank through mail or fax with all supporting documents)					
<b>Mail:</b>	Maybank Singapore Limited Security & Fraud Control Unit, Robinson Road P.O. BOX 307, Singapore 900607	<b>Email:</b>	fraud@maybank.com.sg	<b>Fax:</b>	+65 64834137