

Account Dispute Declaration Form

Kindly submit the completed form via the **Service Button** at www.parksoncredit.com.my/customer_service.php at the **Customer Account or Payment Dispute** tab.

Agreement No.: - -

Dispute Reason(s):

Please tick your reason for disputing the transaction(s):

- The loan with Agreement No. as above was neither made nor authorized by me.
- I have been charged _____ times for the same month's instalment payment.
- I have overpaid by _____ and request a refund based on enclosed payment receipt.
- I am not a Parkson Credit Customer but I have paid into a Parkson Credit Account with enclosed receipt.
- I have paid into the wrong Agreement No. _____ and request a transfer to my own Agreement No. based on enclosed payment receipt.
- I have already paid for my monthly instalment and enclose my proof of payment.
- I have performed early settlement to my loan agreement and enclose my proof of payment.
- I have signed the agreement BUT have not received the product(s) from the merchant to-date. I enclose the order form with the agreed delivery date for the product(s).
- I received the product(s) BUT they are different from what is specified in the order form. I enclose a copy invoice/ receipt which showed the exact description of the product(s) that I have applied for.
- I have received the goods/ services BUT the goods/ services delivered are defective OR unsuitable for the purpose sold. I enclose a copy of my letter that is self-explanatory of this matter.
- I have notified the dealer to cancel the application / agreement on _____ (date). I enclosed a copy of my cancellation notification to the above merchant.
- Other Dispute, please specify: _____

<p>_____</p> <p>Customer/ Applicant Signature</p> <p>Full Name : _____</p> <p>NRIC. No. : _____ (old) _____ (new)</p> <p>Contact : _____ (mobile. no.) _____ (tel. no.)</p> <p>Date : _____</p>	
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<p>For Dealer use (Optional)</p> <p>We the the Dealer have verified the authenticity of the request and Customer/Applicant, and agree to resolve the dispute in favor of the Customer/Applicant.</p> <div style="text-align: center; margin-top: 10px;"> <div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">Dealer Chop</div> </div>	<p>For Parkson Credit office use</p> <p>Received by: _____ Verified by: _____</p> <hr/> <p>Name: _____ Name: _____</p> <p>Date: _____ Date: _____</p>
<p>Dealer Signature & Chop</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: _____</p>	