

MERCHANT REQUEST FOR ADJUSTMENT

For Debit Transactions



Date*

Merchant Name*

Debit Terminal ID/Number*

Merchant Address*

Primary Mobile Number*
(+63)

Secondary Mobile Number
(+63)

Landline Number
(+63)

Email Address

To receive feedback on the status of your Request for Adjustment (RFA), please indicate 1 mobile number.

This will authorize BDO to deduct the amount indicated below from my Debit/Credit** settlement transactions or from any BDO Debit account proceeds:

** Applicable to Merchants with Credit Card Transactions

Transaction Details

Amount for Reversal* (Amount to be returned to the cardholder)

Php

Transacted Amount* (Amount transacted on the POS terminal)

Php

Correct Amount* (Actual amount of item/service)

Php

Transaction Date*

Time*

Cardholder's Name (Optional)

Card Number*

Receipt Number / Invoice Number* (*Receipt" on the IST POS Terminal Activity Report / "Invoice" on the Charge Slip)

Reason for Adjustment*

- | | | |
|---|--|---|
| <input type="checkbox"/> Multiple Debit | <input type="checkbox"/> Used other Card | <input type="checkbox"/> Transacted on other POS Terminal |
| <input type="checkbox"/> Overcharged | <input type="checkbox"/> Returned Item/Service | <input type="checkbox"/> Incorrect Transacted Amount |
| <input type="checkbox"/> Paid in Cash | <input type="checkbox"/> POS Terminal Error | <input type="checkbox"/> No Receipt Generated |

Notes:

- Fields with asterisk (*) are mandatory and must be filled-up with details that may be obtained from the IST report.
- The Request for Adjustment (RFA) form must be duly signed by the company's Authorized Signatory.** Please refer to your company's Secretary's Certificate for the list of Authorized Signatories.
- Any erasures/changes must be countersigned by the Authorized Signatory.**
- Use 1 (one) RFA form per transaction.
- Please email fully accomplished form to BDO Merchant Services at merchantsvcs@bdo.com.ph.



Authorized Signatory
Signature Over Printed Name / Date



Designation / Position