Transaction Dispute

Member Details (Mandatory)

Member number

Cardholder name

Dispute Details (Mandatory)

Card Number

Type of Dispute

☐ Visa ☐ ATM ☐ eTeller ☐ EFTPOS ☐ BPAY

Details of Dispute in full (**MUST** include if transactions were; unauthorised, cash discrepancy, duplicate processing, paid wrong account etc.)

EXAMPLES:

VISA Dispute- The transactions from Dodgy.com have not been authorised by me and I have no idea what this merchant is. Please arrange for a refund back to my account.
ATM Dispute - I tried to withdraw $100 from the atm at Beachy Tavern however the machine only gave me $50.00. Please arrange the balance to be credited to my account.

Transaction Details (Mandatory)

Date	Transaction Description	Amount

☐ Cancel Card - If this card is not cancelled when reporting fraud transactions on accounts, the value of transactions occurring after being reported will be the account holder's responsibility.

Authorisation

I declare the information provided above is truthful and accurate to the best of my knowledge.

PLEASE NOTE: You must return this form as soon as possible (within 30 days of the transaction occuring) so we are able to proceed with your claim within the mandatory time frames.

Signature

Date

OFFICE USE

☐ Authorisation and POS limits set to zero

☐ Card cancelled on system

☐ Order new card or request new card ordered

☐ Load Lost/Stolen/Blocked/Compromised Card Event

Operator Name

Operator Signature

Date

Fax to:

4046 8261