

A. Membership Details

(PLEASE PRINT IN BLOCK LETTERS)

Cardholder's details: Title	Given Name(s)	Surname
Address		State Postcode
Membership Number		

Card Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="text"/>	<input checked="" type="text"/>	<input checked="" type="text"/>	<input checked="" type="text"/>	<input checked="" type="text"/>	<input checked="" type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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B. POS Dispute - PIN used

(PLEASE PRINT IN BLOCK LETTERS)

Date	Time	Amount	Merchant Name
Merchant location			
Details of problem			

C. ATM Dispute Details - PIN used

(PLEASE PRINT IN BLOCK LETTERS)

- | | | |
|--|--------------------------------------|---|
| <input type="checkbox"/> ATM Cash withdrawal malfunction | <input type="checkbox"/> ATM Fraud | <input type="checkbox"/> Card Compromised |
| <input type="checkbox"/> ATM Cash deposit malfunction | <input type="checkbox"/> Card Stolen | <input type="checkbox"/> Card Lost |

All ATM frauds must be reported to the police and card cancelled

Police Report Number	Police Station
Name of Police Officer	Date & Time Police Report was made

Transaction Details

Date	Time	Location		
ATM/system owner		Amount Requested \$	Amount Received \$	
Details of problem				

- I agree to pay the ATM Dispute fee of \$25.00 per transaction if any of the disputed transactions prove to be valid

D. Visa Transaction Dispute Details - PIN not used

(PLEASE PRINT IN BLOCK LETTERS)

- Card Lost Card Stolen Card compromised

All card present visa transactions (paywave) must be reported to the police and card cancelled

Police Report Number	Police Station
Name of Police Officer	Date & Time Police Report was made

Reason for dispute

- I did not authorise the transaction(s) nor did any other party on the account
- I only authorised one of the transactions (apparent duplication)
- I acknowledge the transaction(s) occurred. However the amount on my statement is incorrect.
- Correct amount \$
- I did engage in the transaction but did not receive the goods/services ordered (e.g. mail/telephone order)
- I cancelled the authority with the merchant on the following date / /
- A copy of the cancellation letter to the merchant must be provided
- A refund receipt was issued but credit has not been received

Details of Disputed Transaction(s) (PLEASE PRINT IN BLOCK LETTERS)

Please list disputed transactions individually below

Date	Merchant Name	Amount (Aust \$)	Amount (Foreign \$)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$

I agree to pay the VISA investigation fee of \$30.00 per transaction if any of the disputed transactions prove to be valid

Please provide additional information on the true nature of the dispute

Declaration

I declare that the above information is true and correct.

Signature

X _____ Date / /

Signature

X _____ Date / /

Operations Use Only

Operator Name	Date and time received
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