Card Transaction Dispute



Member details

Member number: ______ Cardholder name: _____

Card number: First six numbers only ______ Last four numbers only ______

Transaction dispute details

Reason code	Description	Reason code	Description	
1	Transaction not recognised	6	Services not provided or merchandise not received	
2	Duplication/ Incorrect amount	7	Fraudulent transaction	
3	Cancelled recurring transaction	8	ATM dispute (overseas)	Amount requested \$
4	Paid by other means - cash/cheque/other card			Amount received \$
5	Defective merchandise (not as described)	9	ATM dispute (domestic)	

Transaction Description/ATM location	Amount	Date	Reason code (see above list)

Lost or stolen cards

Police report number:	Report date:		_
When did you first notice the card was missing? Date:	Time:		
Where was the last known location of the card?		Date:	Time:
Have you ever given your card to another person to use	e on your behalf?		
Please provide details:			
Was your PIN written down? If so, where?			
Was your PIN previously disclosed to anyone?	Please provide details:		
Did your PIN form part of your date of birth?	_		
Additional comments:			

Declaration

I declare the information, reason code and any supporting documentation provided for each disputed transaction to be true and accurate; and I acknowledge that my dispute may otherwise be delayed or declined. **And as applicable:**

Reason code 1: I don't recognise the transaction, have conducted an internet search for the business and have checked family and/or other cardholders did not participate in the transaction.

Reason code 2-6: I have attempted to resolve the dispute with the business to an unsuccessful and final outcome on

date: ___

I have evidence of this and am aware this must be provided along with any documentation to support my claim, before my dispute can be accepted. Additionally, for **reason code 3**, I cancelled the recurring transaction with the business on

date: _____

Reason code: 7: I did not participate in the transaction in any way; my card or card details have been used by an unknown third party.

Signature: I	Date:
Office use only	
ID&V method:	
Completed by:	Received by:
Date:	Date: