



Visa Card Dispute

Date (dd/mm/yyyy) / /

Member Name

Member Number

Visa Card Number

Expiration Date (mm/yyyy) /

SECTION 1: Type of disputed transaction (please tick as appropriate)

- I did not authorise the transaction/s nor did any other party to this account. Go to Section 2.
- I only authorised one of the transactions (apparent duplication). I have contacted/attempted to contact the merchant and have not obtained a refund.
- I did engage in the transaction but did not receive the goods/services ordered (mail/telephone order). I have contacted/attempted to contact the merchant without success.
- I have cancelled the authority with the merchant but my account is still being charged. I enclose a copy of my letter of cancellation to the merchant and confirm the authority was cancelled on Date (dd/mm/yyyy)
- The attached credit voucher has not been credited to my account. *Must wait 30 days before dispute can be lodged.*
- Other (eg. Amount/s incorrectly processed). I have contacted/attempted to contact the merchant and have not obtained a refund.

Please attach copy of voucher/s and any other documentation available that may assist us in our investigation. Please specify the exact nature of the dispute and if contact has been made with the merchant involved.

SECTION 2: Details of disputed transaction/s

Details of disputed transaction/s as they appear on your statement - please attach a copy of receipt/s if available.

Effective Date	TC/40 (Admin)	Merchant Narrative	Amount \$

SECTION 3: Report of card details

I authorise the Credit Union to attempt to resolve this matter on my behalf. Note: There are time frame restrictions in relation to the investigation of transactions. Transaction Disputes may take up to 60 days to be processed by all of the parties involved. A fee is payable for voucher retrieval (see Fees & Charges brochure). We may also require further documentation from you for this dispute.

Time Lost/Stolen Notification received in branch AM PM Time Loaded AM PM

On what date and approximate time was the loss of the card discovered (date) (time)

Did you have the PIN written down? Yes No

If so, where? _____

Was it in a disguised manner? _____

Was the card signed? Yes No

Has the card or the card number been given to any other person/s to use? Yes No

Has the PIN been disclosed to another person? Yes No If so, whom? _____

Details of last valid transaction _____

Date	Reference Number	Merchant Description	Amount \$
------	------------------	----------------------	-----------

SECTION 4: Report of fraud

Have the fraudulent Transactions been reported to the Police? Yes No

Police Station	
Date Reported	
Name of Officer	
Reference	
Postal Address	
Phone Number	

NOTE: All account card losses must be immediately reported to the police and if member has not reported to the police at this time they must do so and advise us of the relevant details before the investigation can be fully completed.

I declare that I have disclosed to the Credit Union all relevant information in relation to this dispute.

Member's Signature

Date

FRONT OFFICE USE ONLY

Received by: Op. No. _____ Date: _____

Member Signature Verified: Address details checked: (P & R)

Card stopped or restricted (P & R - P811 - Maintain Status) New Card ordered (see FRM 0136)

BACK OFFICE USE ONLY

Check - card is stopped or has restricted access Op. No. _____ Date: _____

NOTES:
