

Please complete this form if you wish to query a transaction on your card account.
This form must be completed and signed by the Card Holder.

Card Holder Details

| | | | |
|---------------------|---------------|---------------|------------|
| Member Number | | | Home Phone |
| Title | Given Name(s) | Other Name(s) | Work Phone |
| Surname | | | Mobile |
| Residential Address | | | Email |
| Suburb | State | Post Code | |

Card Type

☐ Visa Credit Card ☐ Visa Debit Card

Card Details

| | | |
|----------------|----------------------------------|------------------|
| Account Number | Card Number (last 4 digits only) | Card Holder Name |
|----------------|----------------------------------|------------------|

Card Query

Are you an existing member?

☐ No - Go to Transaction Details section.

☐ Yes - Complete the following.

| | | |
|----------------------|-------------|----------------|
| Police Report Number | Report Date | Police Contact |
|----------------------|-------------|----------------|

Has the PIN been recorded anywhere (e.g. on the card, on paper)

☐ No ☐ Yes If yes, where _____

Has the PIN been disclosed to a third party (e.g. a family member/friend)

☐ No ☐ Yes

Transaction Details

| Date | Merchant Name (as shown on statement) | Amount |
|------|---------------------------------------|--------|
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |

Reasons for Query

Which of the following would best describe the reason for your query?

I did not authorise the transaction/s, nor did any other party to this account.

I do not recognise a merchant's name although I have completed a transaction for the same amount.

I only authorised one of the transactions from the merchant (i.e. possible duplication).

I did not receive the goods or services (ordered by mail or telephone) and have contacted/attempted to contact the merchant. (Please provide any proof of contact.)

I have cancelled the authority with the merchant but my account is still being charged. I confirm the authority was cancelled on . I enclose a copy of my letter of cancellation to the merchant.

I do not recall the transaction(s) and request Australian Military Bank to provide further details.

I used another method of payment for this transaction, not the above card, and I enclose my proof of payment.

I did not sign-up for or subscribe to the service being charged to my card.

I was short-paid when withdrawing at an ATM (please provide details here).

| Date | Time | Amount withdrawn | Amount received |
|------|------|------------------|-----------------|
| | | \$ | \$ |
| | | \$ | \$ |
| | | \$ | \$ |

Important Details of the Situation

Before we can investigate your query, we need to know the details of the situation and what contact has been made with the merchant/s involved. (You should attach copies of voucher/s and any other documentation that may assist with our investigation).

You must complete this section.

Declaration and Signature

I understand that if the disputed transaction/s are found to have been authorised correctly, my account will be debited the applicable fees and charges.

Signature of Applicant

Name of Applicant

Signature

Date

Please note the following:

- ▶ Upon receipt of all requested information, your dispute should be resolved within 90 days. If this time frame is exceeded, we will advise you in writing.
- ▶ We will make a determination of liability for the disputed transaction and will advise you in writing of the outcome of the investigation.
- ▶ If you subsequently recognise the transaction/s and no longer wish for us to investigate please contact us on 1300 13 23 28.
- ▶ The resolution of your dispute will be in accordance with the ePayments Code, Visa International Operation Regulations and the Terms and Conditions of your account.

How to submit completed form:

Email: carddisputes@rslmoney.com.au | **Post:** PO Box H151, Australia Square NSW 1215