



Use this form if you did not authorise transaction/s on your account.

EG: Paywave, Online and Overseas ATM transactions

Eftpos/VISA Wdl Dispute Form

Unauthorised Card Transaction(s)

(For all authorised Eftpos and Visa Wdl disputes use Folio 456A)

Branches - Please complete and forward via email to Card Transaction Dispute

Customers - Please visit any Greater Bank branch or contact Customer Service for further assistance

Section 1. CUSTOMER DETAILS (Must be completed)

Date / /			Card Number								-					-					-					
Cardholder Name																										
Telephone During business hours												Home/Work											Mobile			
Email																										

Section 2. TRANSACTION DETAILS (Must be completed)

I wish to dispute the following Eftpos/Visa wdl transaction(s) on my account: Please attach a separate sheet or statement of transactions, if required																									
Transaction Date (DD/MM/YY)					Merchant																Amount (AUD)				

UNAUTHORISED TRANSACTIONS MUST BE REPORTED TO THE POLICE AND HOTCARD FLAG MUST BE SET PRIOR TO SUBMITTING THIS FORM

SECTION 2: POLICE NOTIFICATION DETAILS

All unauthorised Paywave and Online transactions* performed in Australia must be reported to Police in person or by phoning the Police Assistance Line on 131 444. Complete details below.

(Disputes as described above cannot be processed if this information is missing)

Event Number:
Police Station reported to:
Police contact number:
Police Officer reported to:

*Online transactions \$300 and over must be reported to Police. Online transactions under \$300 can be reported online via the Australian Cyber Security Centre. To report a cybercrime go to www.cyber.gov.au/report

SECTION 3: NOTIFICATION OF UNAUTHORISED USE

Loss or theft noticed	Date / /	Time	am/pm
Reported to	Greater Bank		
	<input type="checkbox"/>	Fiserv (FDI)	
	<input type="checkbox"/>	VISA Global Customer Assistance Service	
	<input type="checkbox"/>	Other – please specify	
Exact date and time reported	Date / /	Time	am/pm
Items(s) lost/stolen	Cards	PIN(s)	Both
Please provide further details of how card was lost or stolen			
Was the card signed?	No	Yes	
Have you disclosed your PIN to another person?	No	Yes	
If so, to whom?			
Has the card been used outside of Australia?	No	Yes	
If yes, where and when			
If a record of the PIN was maintained, state how and where details were recorded and an example			
Is this card in your possession	No	Yes	

**THE INFORMATION YOU PROVIDE ENABLES US TO MAKE A DETERMINATION ON YOUR CLAIM
IT IS AN OFFENCE TO PROVIDE FALSE INFORMATION**

CUSTOMER DECLARATION

Cardholder's Signature	Date / /
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OFFICE USE ONLY

COMPLETE THE TICK BOXES AND OTHER INFORMATION	
<input type="checkbox"/>	Incident form completed in full
<input type="checkbox"/>	Unauthorised transaction reported to Police – Section 2 completed
<input type="checkbox"/>	Card(s) hotcarded to prevent further unauthorised use
<input type="checkbox"/>	Customer contact details are correct on TEAM
<input type="checkbox"/>	Customer has signed the form
<input type="checkbox"/>	Customer identified over the phone – form must still be signed
<input type="checkbox"/>	Exact time staff completed the incident form
<input type="checkbox"/>	am/pm
<input type="checkbox"/>	Branch Name
<input type="checkbox"/>	Contact Centre
<input type="checkbox"/>	Employee name and payroll number