

## ATM Incident Form

(Australian ATM transactions only. Use Folio 456b for Overseas ATM transactions)

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

### CUSTOMER DETAILS (Must be completed)

Date	Card Number					-													
Title	Surname				Given Names														
Address																			
Suburb										State					Post Code				
Telephone	Business				Home					Mobile									

### SECTION 1 – INCORRECT PAYMENT OF WITHDRAWAL OR FUNDS NOT RECEIVED

Location of ATM		
Financial Institution	Date / /	Time am/pm
Amount Requested \$	Amount Received \$	

### SECTION 2 – DUPLICATE TRANSACTION

Date / /	Location of ATM
Amount of Transaction \$	Amount Debited \$

### SECTION 3 – UNAUTHORISED TRANSACTION(S)

**HOTCARD FLAG MUST BE SET FOR ALL UNAUTHORISED TRANSACTIONS PRIOR TO SUBMITTING THIS FORM.**

**Note: All unauthorised transactions must be reported to the Police. Complete section 5 overleaf**

Details of Unauthorised Transactions:

Date / /	Amount \$	Location
Date / /	Amount \$	Location
Date / /	Amount \$	Location
Date / /	Amount \$	Location

### SECTION 4 – NOTIFICATION OF UNAUTHORISED USE

Loss or theft noticed	Time	Date / /
Reported to	Greater Bank	
	Fiserv(FDI)	
	VISA Global Customer Assistance Service	
	Other – please specify	
Exact date and time reported	Time	Date / /

**SECTION 4 – NOTIFICATION OF UNAUTHORISED USE cont.**

Item(s) Lost	Stolen	Card(s)	<input type="checkbox"/> PIN(s)	<input type="checkbox"/> Both
Was the card signed?		No	Yes	
Have you disclosed your PIN to another person?		No	Yes	
Please provide name and address details				
Do you keep a record of the PIN? How and where is the PIN recorded (Do not provide PIN)				
Is this card in your possession now?				
		No	Yes	

**SECTION 5 – POLICE NOTIFICATION DETAILS**

**Note: All unauthorised transactions performed in Australia must be reported to the Police. Complete details below**

(Use Folio 456b for overseas ATM transactions)

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

**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**

Incident form completed in full  
 Unauthorised transaction reported to Police – Section 5 completed  
 Account/Card(s) hotcarded to prevent further unauthorised use  
 Customer contact details are correct on TEAM  
 Customer has signed the form  
 Customer identified over the phone – form must still be signed  
 Exact time incident form completed .....  
 Branch Name..... Contact Centre  
 Employee name and payroll number .....