Greater Bank >

Eftpos/Visa Wdl Dispute Form Authorised Card Transaction(s)

(For all unauthorised Eftpos and Visa Wdl disputes use Folio 456b)

Use this form if:

Goods or services have not been received or are not as described

Automatic payment authority has been cancelled Incorrect payment from an overseas ATM withdrawal Transaction has been duplicated

Branches - Please complete and 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)								(i)										
Date / /	Carc	Number			-					-					-			
Cardholder Name																		
Telephone (during business hou	Home/Work					Mobile												
Email																		

Section 2. TRANSACTION DETAILS (Must be completed)

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

Section 3. DISPUTED TRANSACTIONS

Please complete the relevant dispute reason and sign the declaration on page 3.

I authorised this transaction, however, I have not received any goods or services.

What was purchased?					
Date goods or services were expected / /					
Have you attempted to resolve with the merchant? (Dispute cannot be processed if this information is missing)					
Yes	Date of most recent contact				
	Name of merchant contact				
	Contact method				
	Merchant's response				
No	Please explain why?				

(i)

(i)

I authorised this transaction, however, the goods I received were not as described or defective.

What was purchased?								
Date goods received / /								
	Describe how the goods are defective or not as described. Include any other relevant information. (Attach separate sheet if required.)							
Were the	e goods returned?							
	Return Date / /	How was it returned?						
Yes	Delivery address and or tracking	g number details						
No	Why was it not returned?							
	Where is it currently?							
	t as described or defective good therwise.	s must be returned to the merchant, unless the merchant						
Have you attempted to resolve with the merchant? (Dispute cannot be processed if this information is missing)								
	Date of most recent contact	/ /						
Yes	Name of merchant contact							
	Contact method							
	Merchant's response							
No	Please explain why?							

I have cancelled/attempted to cancel the merchant authority to deduct automatic payments from my account.

	-
Date Aut	hority cancelled / /
Name of	merchant contact (if known)
How was	merchant notified
Reason fo	or cancellation
I have at	tached a copy of my request to the merchant to cancel the authority.
Have you	attempted to resolve with the merchant? (Dispute cannot be processed if this information is missing)
	Date of most recent contact (must be after the transaction date) / /
Yes	Name of merchant contact (if known)
103	How was merchant notified
	Merchant's response
No	Please explain why?

© Greater Bank, part of Newcastle Greater Mutual Group Ltd ACN 087 651 992. AFSL/Australian credit licence No: 238273

(i)

Overseas ATM Withdrawal - Incorrect payment or funds not received.

Financial Institution							
Date / /	Time am/pm						
Amount requested \$	Amount received \$						

Duplicated Transaction – I only authorised one of the transactions. (Possible duplication)

Date of original transaction: / /

Other – Please enter details below and provide copies of transaction receipts or other relevant documentation. EG: Paid by other means, refund not received, incorrect amount

Important: Please attach copies of any documents that support your claim. Lack of documentation may delay resolution of your dispute.

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 / /
------------------------	----------

OFFICE USE ONLY COMPLETE TICK BOXES AND OTHER INFORMATION	(i)
Incident form completed in full	
Customer contact details are correct on TEAM	
Customer has signed the form	
Customer identified over the phone – form must still be signed	
Branch Name Contact Centre	è
Employee name and payroll number	

© Greater Bank, part of Newcastle Greater Mutual Group Ltd ACN 087 651 992. AFSL/Australian credit licence No: 238273