



# Eftpos/VISA Wdl Dispute Form **Unauthorised Card Transaction(s)**

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

BSB **637 000** 

EG: Paywave, Online and Overseas ATM transactions

(For all authorised Eftpos and Visa Wall 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) (i)Card Number Date Cardholder Name Home/Work Mobile Telephone During business hours **Email** Section 2. TRANSACTION DETAILS (Must be completed) (i)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)

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

## **SECTION 3: POLICE NOTIFICATION DETAILS**

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

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

\*Online transactions \$300 and over should 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

(i)

#### **SECTION 4: NOTIFICATION OF UNAUTHORISED USE**

- 2	_	
	•	`
(	7	
•	٠	,

Loss or theft noticed	Date	/ /		Time	am/pm	
Reported to		Greater Bo	ank			
		Fiserv (FDI)	)			
	VISA Global Customer Assistance Service					
	Other – please specify					
Exact date and time reported	Date	/ /		Time	am/pm	
Items(s) lost/stolen Cards	Р	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 an	other pe	erson?	No		Yes	
If so, to whom?						
Has the card been used outside o	f Austral	lia?	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	١	10	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 / /

# **OFFICE USE ONLY**

### COMPLETE THE TICK BOXES AND OTHER INFORMATION

			—.
Are there any tokens linked to this account?		No	
If selected Yes refer to the intranet page on Merchant-Initated token trans	sactions	which is found in the following	
Branches and serving customers > Services > Payment Methods	s > Tokeı	ns and Tokenisation (	$\hat{i}$
Incident form completed in full			
Unauthorised transaction reported to Police – Section 3 compl	eted		
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 staff completed the incident form		am/pm	
Branch Name	Conta	ct Centre	
Employee name and payroll number			