

Disputed Card Transaction Form

Cardholder Details

Given Names	Last Name
Member Number	Account S1/S2/S9/ Other
Card Number _ _ _ _ _ XX XXXX _ _ _ _ _	Preferred Contact Details
Email Address	
Residential Address	

Disputed Card Transaction(s)

I wish to dispute the following transaction(s)-

Date	Transaction Details e.g. Merchant Name/ATM Location etc.	Amount (AUD) Please attach separate document listing if not enough room
____/____/____		\$
____/____/____		\$
____/____/____		\$

Reason for Dispute

	Evidence/Documents to be attached
<input type="checkbox"/> Paid by other means I paid for the transaction using another payment method (not the above card) on ____/____/____ (date).	1 Copy of your sales receipt or other evidence of proof of payment 2 Any other relevant documents
<input type="checkbox"/> Recurring transaction cancelled The Merchant was authorised to deduct recurring payments from my card, however I cancelled or attempted to cancel my authority on ____/____/____ (date).	1 Evidence of cancellation 2 Any other relevant documents
<input type="checkbox"/> Refund not processed The goods were returned/services were cancelled on ____/____/____ (date). A credit was due to be processed to my card/account for the amount of \$_____ on ____/____/____ (date).	1 Evidence of return of goods 2 Evidence of credit due 3 Any other relevant documents
<input type="checkbox"/> Goods or services not received I have not received the goods or services I paid for. They were expected on ____/____/____ (date). I have contacted the merchant to try resolve this matter. My last contact was on ____/____/____ (date).	1 Copy of sales receipt 2 Delivery information 3 Details of the merchant response to your contact 4 Any other relevant documents
<input type="checkbox"/> Goods not as described The good/services that I paid for were defective/damaged or not as described. I returned the goods or cancelled the service and I have waited at least 30 days from ____/____/____ (date). I have contacted the merchant to try to and resolve this matter. My last contact was on ____/____/____ (date).	1 Copy of sales receipt 2 Details of the merchant response to your contact 3 Any other relevant documents
<input type="checkbox"/> ATM Dispute I made an ATM withdrawal of \$_____ on ____/____/____ (date) but only received \$_____.	1 Copy of ATM receipt 2 Any other relevant evidence

☐ **Transaction not recognised**

I have not authorised or participated in the disputed card transaction(s) declared on this form.

(Please attach any relevant evidence and complete the below section)

Tick relevant options regarding circumstances

Card ☐ Device ☐ Lost ☐ Stolen ☐ Not Received ☐ Date of loss/theft of Card/Device ____/____/____

Was the card signed? Yes ☐ No ☐ Was the device locked? Yes ☐ No ☐

Was the Code/PIN recorded or kept? Yes ☐ No ☐

Was record of the Code/PIN lost or stolen? Yes ☐ No ☐ Date of loss/theft of Code/PIN ____/____/____

Has the Code/PIN been disclosed to anyone? Yes ☐ No ☐ If yes, to whom has the Code/Pin been disclosed?

Spouse/Family _____

Other _____

Was the loss/theft reported? Yes ☐ No ☐ Who was it reported to? TMBL ☐ Hotline ☐ Police Station ☐

Date reported ____/____/____ Time Reported _____ Reference No _____

Date of Last Valid Transaction ____/____/____ Amount \$ _____

Please provide any further information related to this matter eg circumstances surrounding loss, theft or security breach, include relevant details about steps taken to ensure security of device or codes and if any other institutions' cards were involved etc.

This form and attachments can be dropped into any branch or mailed to **PO Box 7501, Silverwater NSW 2128**

Alternatively:

For an ATM Dispute email **cardservices@tmbank.com.au**

For Disputed Card Transactions email **visadisputes@tmbl.com.au**

The Bank will be in contact within 5 business days.

Declaration

I declare that this claim and the information relating to this claim are true and correct.

I have attached all required documents and have provided all information relevant to the claim. I am aware that my claim may be delayed if I have omitted or failed to provide any reasonable additional information to assist with any investigation.

Resolution timeframes may vary depending on the nature and how the transaction is processed. The Bank usually completes its investigations and advises the outcome within 21 days. If the Bank requires further time to complete the investigation or we exercise our right under the rules of a card scheme, different timeframes apply and we will advise accordingly. These timeframes are governed by the Visa Scheme Rules and the ePayments Code.

If a disputed card transaction is proven valid a fee may apply (refer to the Bank's Fees and Charges brochure).

Signature

Date