

Complete all sections of this form if you are disputing a Visa or EFTPOS transaction on your account, then return to:

Mail:

Bank Australia
7-9 Seymour St,
Traralgon VIC 3844

Email:

RetailOperations@bankaust.com.au

In Person:

at any Bank Australia branch

If you are disputing a different type of transaction or need assistance completing any section of this form, please contact us on 132 888 to discuss.

For assistance with identifying transactions on your account or to view our Account & access facility conditions, please visit bankaust.com.au.

Section A – Transaction details

Name on card

Last four digits on your card

Date	Amount	Transaction description	Reason Number (refer below)

- Transaction is a duplicate
- I have not received goods/ services purchased
- The goods I received were faulty
- The goods/ services were not as described

- Other – refer Section C
- I've been charged more than agreed, e.g. free trial
- I did not authorise/participate in the transaction
- I returned the goods and/or cancelled the service

Cardholder signature

Date

Section B – Cardholder details

Customer name

Customer number

Address

Postcode

Contact details

Work phone

Home phone

Mobile

Email

Section C - Further information

1. Please explain in more detail why you are disputing the transactions. If insufficient space please attach additional information.

2. Record details below of goods ordered, received, or returned and supply supporting documentation if available.

Description of goods	Date ordered	Date Received/ Expected	Date Returned	Were goods faulty, damaged or not as described?	Supporting docs	
	/ /	/ /	/ /		Y	N
	/ /	/ /	/ /		Y	N
	/ /	/ /	/ /		Y	N

3. Record details below of attempted contact with merchant and provide supporting documentation

Important: where supporting documentation/ evidence is incomplete or not provided, there may be a delay in the dispute process which could result in Bank Australia being unable to recover funds on your behalf.

Date/ time	Phone number / Email address	Name	Response received?		Supporting docs?	
/ /			Y	N	Y	N
/ /			Y	N	Y	N
/ /			Y	N	Y	N

Additional details of communication with merchant, including outcome

Section D

I confirm that I have read and understood the following information:

- Bank Australia will contact the cardholder to confirm receipt of this dispute form. If you have not heard from us within 10 business days, you should contact us on 132 888.
- Bank Australia will investigate any disputed Visa transactions in accordance with the Account & access facility conditions of use, the ePayments Code and the Visa International rules and regulations.
- **Transactions older than 120 days may not be recoverable from the merchant.**

Cardholder signature

Date

Visit us at your nearest branch
bankaust.com.au/support/branches

Mailing something?
7-9 Seymour St, Traralgon VIC 3844

Email us mail@bankaust.com.au
Talk to someone 132 888

Bank Australia Limited ABN 21 087 651 607 AFSL/Australian Credit Licence Number 238431



Visa/EFTPOS transaction dispute