

# card dispute form

## ➤ Personal Information

Title: \_\_\_\_\_ First: \_\_\_\_\_ Middle: \_\_\_\_\_ Surname: \_\_\_\_\_

Current residential address: \_\_\_\_\_

Member number: \_\_\_\_\_ Card Number: \_\_\_\_\_

Contact number: \_\_\_\_\_ Email address: \_\_\_\_\_

## ➤ Nature of Dispute

- > It is important that you notify us of any disputed transactions as soon as possible to ensure we are able to exercise chargeback rights on your behalf. We are restricted by time constraints imposed by Visa in which to lodge a claim. Any claim lodged after 90 calendar days from the transaction date may affect your chances of a chargeback. In some cases where the ePayments Code applies, time limits may vary.
- > Return scanned documents to [disputedtransactions@qudosbank.com.au](mailto:disputedtransactions@qudosbank.com.au) or fax +61 2 9582 3400
- > We will write to you acknowledging your claim within 5 business days.

Please tick only ONE that represents the nature of your dispute.

I attempted to withdraw \$ \_\_\_\_\_ from the \_\_\_\_\_ BANK \_\_\_\_\_ ATM on the \_\_\_\_ / \_\_\_\_ / \_\_\_\_ however I only received \$ \_\_\_\_\_. Please attach a copy of the ATM receipt.

I do not recognise the transaction, a voucher is required.  
I acknowledge a voucher retrieval fee of \$25.00 will be charged to my accounts if the transaction is genuine.

Transaction is duplicated. I authorised one transaction to the merchant but I have been charged more than once.  
Please attach a copy of the receipt.

I have not received the merchandise / services that I paid for on the \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_. I was due to receive the merchandise / service on the \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_. I have attempted a resolution with merchant before lodging this claim.  
Please attach supporting documentation, such as invoice receipt or correspondence with merchant.

The goods / services I purchased were either damaged / defective / not as described (please circle).  
I have attempted a resolution with the merchant before lodging this claim.  
I confirm the goods were returned to the merchant on \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_.  
Please attach supporting documentation such as a copy of the invoice/ receipt or correspondence with merchant.

I organised a Free Trial offer for a Product / Service on the \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_.  
The merchant has continued to debit my card however I have not received any further product / service. (Please circle)  
I cancelled / attempted to cancel the free trial offer with the merchant on the \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_.  
cancelled / attempted

I did not authorise or participate in the transaction(s). I have reported the fraud to the Police.  
Police Event Number \_\_\_\_\_ . Station where reported \_\_\_\_\_ .  
Card Lost / Stolen on \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_.  
Please note that additional information may be requested by the Qudos Mutual Limited.

Other; Please specify details of claim \_\_\_\_\_

