

Office use only

Primary Member Number

Joint Member Number

Date / /

Card dispute

Primary Member details

Title	<input type="text"/>		
Full name	<input type="text"/>		
Member number	<input type="text"/>	Card number	<input type="text"/>
Current residential address	<input type="text"/>		
Town/suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Contact number	<input type="text"/>	Email	<input type="text"/>

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 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 \$.00 from the ATM
 on the / /

however I only received \$.00
 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 / /

I was due to receive the merchandise / service on / /

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 merchant has continued to debit my card however I have not received any further product / service.

I cancelled / attempted to cancel the free trial offer with the merchant on the

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.

Transaction information

Card number

Date

Merchant

\$

Date

Merchant

\$

Date

Merchant

\$

Date

Merchant

\$

Date

Merchant

\$

Date

Merchant

\$

Cardholder letter / Basis of claim

Undertaking and indemnity

When prejudicing or waiving any of the rights and obligations of both the Member and the bank under the Terms and Conditions relating to the use of the card(s), if the bank reverses the Debit(s) the Member indemnifies the bank from any loss and undertakes to pay the bank any debit subsequently made against the Account in connection with the Debit(s) if the bank following investigations reinstates the Transaction(s).

I acknowledge that the information on this form is true & correct. The details on this form have been completed by me and not by another person.

Primary applicant

Name

Signed

Date

Joint applicant (if applicable)

Name

Signed

Date