Card Transaction Enquiry

For the investigation of POS/ATM/VISA transactions

AUSTRALIAN MUTUAL BANK

A. Membership details · (PLEASE PRINT IN BLOCK LETTERS)

Title	Given name(s)	Surname	Membership no

Address		State	Postcode

Mobile	Email

Card Number

☐ ☐ ☐ ☐ ☐ ☐ X X X X X X ☐ ☐ ☐ ☐

B. POS dispute - PIN used · (PLEASE PRINT IN BLOCK LETTERS)

Date	Time	Amount	Merchant name

Merchant location

Details of problem

C. ATM dispute details - PIN used · (PLEASE PRINT IN BLOCK LETTERS)

☐ ATM cash withdrawal malfunction   ☐ ATM fraud   ☐ Card compromised
☐ ATM cash deposit malfunction   ☐ Card stolen   ☐ Card lost

All ATM frauds must be reported to the police and card cancelled

Police report number	Police station
Name of police officer	Date & time police report was made

Transaction details

Date	Time	Location

ATM/system owner	Amount requested $	Amount received $

Details of problem

An ATM dispute fee of $25.00 per transaction will be charged if any of the disputed transactions prove to be valid

D. Visa transaction dispute details - PIN not used · (PLEASE PRINT IN BLOCK LETTERS)

☐ Card lost   ☐ Card stolen   ☐ Card compromised

All card present Visa transactions (paywave) must be reported to the police and card cancelled

Police report number	Police station
Name of police officer	Date & time police report was made

Reason for dispute

☐ I did not authorise the transaction(s) nor did any other party on the account
☐ I only authorised one of the transactions (apparent duplication)
☐ I acknowledge the transaction(s) occurred. However the amount on my statement is incorrect.
   correct amount $ _____
☐ I did engage in the transaction but did not receive the goods/services ordered (e.g. mail/telephone order)
☐ I cancelled the authority with the merchant on the following date   __ / __ / __
   a copy of the cancellation letter to the merchant must be provided
☐ A refund receipt was issued but credit has not been received

Details of disputed transaction(s)   (PLEASE PRINT IN BLOCK LETTERS)

Please list disputed transactions individually below

Date	Merchant name	Amount (Aust $)	Amount (foreign $)
		$	$
		$	$
		$	$
		$	$
		$	$
		$	$
		$	$
		$	$
		$	$
		$	$

A Visa investigation fee of $25.00 per transaction will be charged if any of the disputed transactions prove to be valid

Please provide additional information on the true nature of the dispute

Declaration

I declare that the above information is true and correct.

Signature

X   Date   /   /

Signature

X   Date   /   /

Office use only

Operator name   Date and time received

☐ **Fraud disputes** - scan and email to Fraud and Administration

☐ **ATM disputes (not fraud)** - scan and email to Support Services