

Bring this form into a branch or email to carddisputes@australianmilitarybank.com.au or mail this form to PO Box H151, Australia Square NSW 1215

Complete this form if you wish to query a transaction on your card account. This form must be completed and signed by the Card Holder.
Please use black or blue pen.

CARD HOLDER DETAILS

Member Number	Surname	Given Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential Address	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Home Phone	Business Phone	Mobile
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email		
<input type="text"/>		

CARD TYPE

Visa Credit Card Visa Debit Card

CARD DETAILS

Account Number	Card Number (last 4 digits only)	Card Holder Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

CARD QUERY

Has the card been stolen?

- No - Go to Transaction Details section.
 Yes - Complete the following.

Police Report No. Report Date Police Contact

Has the PIN been recorded anywhere (e.g. on the card, on paper) No Yes If yes, where _____

Has the PIN been disclosed to a third party (e.g. a family member/friend) No Yes

TRANSACTION DETAILS

Date	Merchant Name (as shown on statement)	Amount
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$

CARD TRANSACTION QUERY CONTINUED

REASONS FOR QUERY

Which of the following would best describe the reason for your query?

- I did not authorise the transaction/s, nor did any other party to this account.
- I do not recognise a merchant's name although I have completed a transaction for the same amount.
- I only authorised one of the transactions from the merchant (i.e. possible duplication).
- I did not receive the goods or services (ordered by mail or telephone) and have contacted/attempted to contact the merchant.
(Please provide any proof of contact.)
- I have cancelled the authority with the merchant but my account is still being charged. I confirm the authority was cancelled on / / . I enclose a copy of my letter of cancellation to the merchant.
- I do not recall the transaction(s) and request Australian Military Bank to provide further details.
- I used another method of payment for this transaction, not the above card, and I enclose my proof of payment.
- I did not sign-up for or subscribe to the service being charged to my card.
- I was short-paid when withdrawing at an ATM (please provide details here).

Date	Time	Amount withdrawn	Amount received
/ /		\$	\$
/ /		\$	\$
/ /		\$	\$

IMPORTANT DETAILS OF THE SITUATION

Before we can investigate your query, we need to know the details of the situation and what contact has been made with the merchant/s involved. (You should attach copies of voucher/s and any other documentation that may assist with our investigation).

You must complete this section

DECLARATION AND SIGNATURE

- I understand that if the disputed transaction/s are found to have been authorised correctly, my account will be debited the applicable fees and charges

Signature

Print Name

 Date / /

Please note the following:

- Upon receipt of all requested information, your dispute should be resolved within 55 days. If this time frame is exceeded, Australian Military Bank will advise you in writing.
- Australian Military Bank will make a determination of liability for the disputed transaction and will advise you in writing of the outcome of the investigation.
- If you subsequently recognise the transaction/s and no longer wish for Australian Military Bank to investigate, please call us on 1300 13 23 28.
- The resolution of your dispute will be in accordance with the ePayments Code, Visa International Operating Regulations and the Terms and Conditions of your account.

* Refer to Schedule of Fees and Charges available on our website