

Visa Transaction Dispute



Member details

Member number: _____ Cardholder name _____

Card Number: **First six numbers only** _____ **last four numbers only** _____

Transaction dispute details

Reason code	Description	Reason code	Description
1	Transaction not recognised	6	Services not provided or merchandise not received
2	Duplication	7	Fraudulent transaction
3	Cancelled recurring transaction	8	Non- receipt of cash – (ATM overseas only) Amount requested \$ _____ Amount received \$ _____
4	Paid by other means		
5	Defective merchandise (not as described)		

I did not authorise or participate in the transaction(s) listed below:

Merchant	Amount \$	Date	Reason code (see above list)

Declaration

I have reported this matter to the Police. Police report number: _____

How the card became Lost or Stolen: _____

I have attached _____ page(s) of letter(s) and supporting documentation.

I am aware that the charge back process may take up to 60 days. I declare this information to be true and correct.

Signature: _____

Date: _____

Office use only

Section 1 - Completed by branch

Suspected fraudulent transaction

Sent by: _____

Date: _____

Received by: _____

Date: _____

Branch: _____

Section 2 - Fraud & Disputes

VBV transaction

payWave transaction

Overseas ATM transaction

Police report number (if required) _____

Section 3 - Fraud & Disputes

Voucher required Voucher requested

Dispute decision

Dispute rights processed

Pre-arbitration applies filed

Arbitration applies filed

Pre-compliance applies filed

Dispute rights do not apply

Completed by: _____