

Bankwest Transaction Dispute Form



Bankwest, a division of Commonwealth Bank of Australia
ABN 48 123 123 124 AFSL/Australian credit licence 234945

Section 1 – Account details

If you are disputing a transaction you should complete this form immediately.

If you are disputing a transaction (other than those made by selecting the Cheque, Savings or Credit key at an EFT Terminal and entering a PIN to authorise the transaction), you should make every effort to complete this form within 14 days of the date of the account statement which itemises the disputed transaction, so that we may reasonably ask for a chargeback where such right exists. For further details on Disputed Transactions please refer to the Account Access Conditions of Use for your account.

Surname

Given names

Card number/Account number

Phone number

Mobile number

Section 2 – Transactions

Please supply details of the transactions to be investigated or attach a copy of your statement specifying disputed transactions.

Date	Transaction description	Amount
		\$
		\$
		\$
		\$

Section 3 – Type of dispute - Should you tick a box in this section, please fax to 1300 765 515

- I/We received a credit for \$ _____ on _____ which has not been processed. I/We have contacted the merchant to resolve this matter. I/We have attached a copy of the credit transaction receipt.
- I/We have carried out a deposit for \$ _____ at the ATM located at _____ (Street/Suburb) on _____. This deposit has not been credited to my account/has only been partly credited to my account. The part value I am disputing is \$ _____.
- I/We did authorise this transaction, however, I/We have not received any goods or services. They were expected on _____. I/We have contacted the merchant to resolve this matter. I/We have attached a copy of documents showing the expected service or delivery date. If services were cancelled then details regarding the cancellation policy and date it was cancelled.
- I/We did authorise this transaction, however, the goods or services were not as described/the goods received were damaged or defective. I/We returned the goods/ cancelled the services on _____. I/We have contacted the merchant to resolve this matter. I/We have explained below what was not as described/defective.
- The merchant was authorised to deduct automatic payments from my account. However, I/We cancelled/attempted to cancel my/our authority on _____. I/We have contacted the merchant to resolve this matter. I/We have attached a copy of my instructions to the merchant to cancel my/our authority.
- I/We did not authorise the transaction(s) nor did I/We receive any of the monies obtained from the transaction(s) or any benefit from the transaction(s). Furthermore, I/We do not know the identity of the person who made the withdrawal or obtained the monies.
- I/We authorised a transaction for \$ _____ on _____. However, I/We did not authorise any other transactions. My/Our card was in my possession at the time this occurred.
- The Primary/Additional card was lost/stolen on _____ at _____, the last time I/We used the card was _____ at _____.

Should you tick a box below, please fax to 1300 342 944.

- I/We made a withdrawal of \$ _____ but only received \$ _____ from the ATM.
- I/We have not yet received my card/PIN/PAN/security code/cheque book by post.
- Cheque/Over the Counter/Telegraphic Transfer.

Section 4 – Declaration

I/We confirm that the PIN/Security Code was not recorded on the access device (i.e. card/personal computer) nor was there any record of it on material kept with the access device, and that the PIN/Security Code has not been divulged to any other person by written, verbal or other means. Disputes can take several weeks to resolve as it is necessary to retrieve documentation/voucher(s) from the merchant and/or the bank.

I/We acknowledge and agree that personal information which may at any time be provided to the Bank in connection with my complaint may be used by the Bank in investigating the complaint and may be disclosed by the Bank for that purpose to others (including the Bank's agents and any relevant authority, in either case here or overseas). I/We understand that I/We may access my personal information in most cases subject to the payment of any fee the Bank may charge.

I/We authorise the Bank to investigate the transaction(s) in dispute and correct my/our card account accordingly. A voucher request fee will be charged upon investigation of the transaction(s). This fee is refundable if the dispute is resolved in my/our favour. The current amount of the fee is detailed in 'Your Guide to Banking Fees', or may be obtained by visiting bankwest.com.au or telephoning the Customer Help Centre on **13 17 19**.

I/We acknowledge the matter may be referred to the police for further investigation.

Primary account holder signature

Additional account holder signature

Date