Credit Card Transaction Dispute Form

bankwest

Bank of Western Australia Ltd.
ABN 22 050 494 454
AFSL No. 236872

Account Details

☐ Visa ☐ MasterCard

Card Number

Cardholder Details

Name (family name first)

Mr Miss
Ms Mrs

Home Telephone Number

Work Telephone Number

Address

Postcode

Transactions

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

	Date	Transaction Description	Amount
1			$
2			$
3			$
4			$

Type of Dispute

☐ I authorised a transaction for $_____ on ____ / ____ / ____. However, I did not authorise any other transactions.
My card was in my possession at the time this occurred.

☐ Neither any additional cardholder nor I have authorised or participated in the transaction(s) listed above, nor received any goods or services.

☐ The merchant was authorised to deduct automatic payments from my account.
However, I cancelled / attempted to cancel my authority on ____ / ____ / ____.
I have contacted the merchant to resolve this matter.
I have attached a copy of my instructions to the merchant to cancel my authority.

☐ I received a credit for $_____ on ____ / ____ / ____ which has not been processed. I have contacted the merchant to resolve this matter.
I have attached a copy of the credit transaction receipt.

☐ I did authorise this transaction, however, I have not received any goods or services. They were expected on ___ / ___ / ___.
I have contacted the merchant to resolve this matter. I 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 did authorise this transaction, however, the goods or services were not as described / the goods received were damaged or defective. I returned the goods / cancelled the services on ____ / ____ / ____. I have contacted the merchant to resolve this matter.I have explained below what was not as described / defective.

☐ The Primary / Additional card was lost / stolen on ____ / ____ / ____ at _____ am/pm the last time I/we used the card was _____ Police Report Number _____

Other

Important Information for Cardholder

Attach a copy of voucher/s, statements and any documentation available that may assist in our investigations.

Disputes can take several weeks to resolve as it is necessary to retrieve documentation/voucher/s from the merchant and/or the bank.

The Bank will provide the staff number of the officer investigating my dispute. If the Bank is unable to resolve the dispute immediately the Bank will advise me in writing of its procedures for further investigation and complaint handling.

Cardholder Declaration

I 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 understand that I may access my personal information in most cases subject to the payment of any fee the Bank may charge.

I authorise the Bank to investigate the transaction/s in dispute and correct my 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 favour. The current amount of the fee is detailed in our Your Guide to Banking Fees, or may be obtained by visiting bankwest.com.au or telephoning the Customer Help Centre on 13 17 18.

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

Primary Cardholder's Signature

Additional Cardholder's Signature

Date

Please fax to 1300 765 515