

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 and sign and return to us.

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
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone number	Mobile number	Email address (We'll only use this email for this dispute, it won't replace the one we have on file)
<input type="text"/>	<input type="text"/>	<input type="text"/>

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
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>

Section 3 – Reason for Dispute (select one only)

- ☐ 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. **For this dispute type, you must cancel and replace your card to prevent further unauthorised transactions. You can do this in the Bankwest App, via chat or call Customer Engagement Centre.**
- ☐ 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.
- ☐ 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 provision of services or goods were cancelled by merchant, then provide details of 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 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.
- ☐ The Primary/Additional card was lost/stolen on at , the last time I/We used the card was at .
- ☐ I/We have not yet received my card/PIN/PAN/security code/cheque book by post.
- ☐ Cheque/Over the Counter/Telegraphic Transfer.

Section 3 – Reason for Dispute (continued)

To avoid delays in processing your disputed transaction, please provide further details of the transaction/s you wish to dispute.

Attach supporting documentation if applicable, including detailed written sequence of events, description of what was ordered, invoice/booking confirmation/receipt, all correspondence between yourself and the merchant.

Section 4 – Privacy Collection Notice

Bankwest is collecting your personal information so that we can help you with your request. Our Privacy Statement at bankwest.com.au/privacy explains the other ways we may collect, use, and share your personal information, how to access your personal information and correct it when it's wrong, how to make a privacy related complaint and how we deal with it. Sometimes we update our Privacy Statement, and you can always find the most up to date version at bankwest.com.au/privacy or you can obtain a copy by calling 13 17 19 anytime.

Section 5 – 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 acknowledge the matter may be referred to the police for further investigation.

If you choose to email a copy of any documentation to us, you do so at your risk. As emails are an unsecured means of communication, there is a risk your email could be viewed by others if it is intercepted or sent to an incorrect address, and Bankwest assumes no responsibility for this. If you have any concerns about emailing information to us please provide it by other means.

If the claim is unsuccessful any amount refunded to you may be reversed from your account.

By signing this declaration you also consent to Bankwest contacting you using the email address provided for any purpose relating to this enquiry.



If the merchant disagrees with your claim, we will write a letter to their bank on your behalf using your digital signature on file.
Do you agree to us acting on your behalf?

☐ Yes ☐ No

Primary account holder signature

(Digital signatures are accepted)

Additional account holder signature

(Digital signatures are accepted)

Date

Next Steps

Please ensure you sign the form prior to submitting your dispute and return the form via one of the following options.

Secured Bankmail channel: Follow instructions on our '[Contact Us](#)' web page.

Email: cards@bankwest.com.au

Mail: Bankwest PO Box E237, Perth WA, 6841