



### 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 – 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

X

Additional account holder signature

X

Date

### Next Steps

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

**Fax:** 1300 765 515

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

**Email:** [cards@bankwest.com.au](mailto:cards@bankwest.com.au)

**Mail:** Bankwest PO Box E237, Perth WA, 6841