## 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			Phone number	Mobile number	
S	ection 2 – Trans	actions			
Pleas	se supply details o	f the transactions to be investigated or attach a	copy of your statement specifying o	lisputed transactions.	
Date		Transaction description		Amount	
S	ection 3 – Reaso	on for Dispute (select one only)			
			A the manning abtained from the two		
1. ∟		horise the transaction(s) nor did I/We receive any furthermore, I/We do not know the identity of the p			
2. 🗆		a transaction for \$ on my possession at the time this occurred.	. However, I/We	did not authorise any other transactions. My/	
3. 🗆	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).				
4.	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				
5.	The merchant was authorised to deduct automatic payments from my account. However, I/We cancelled/attempted to cancel my/our authority on				
6.		credit for \$ on olve this matter. I/We have attached a copy of the		n processed. I/We have contacted the	
7.	The Primary/Ad	ditional card was lost/stolen on at	at	the last time I/We used the card	
8. 🗆	I/We have not ye	et received my card/PIN/PAN/security code/chequ	e book by post.		
9.	Cheque/Over the	e Counter/Telegraphic Transfer.			

Page 1 of 2 BWA-BC16 210322

Section 3 – Reason for Dispute (contin	nsaction, please provide further details of the tra	ansaction/s you wish to dispute.			
Attach supporting documentation if applicable, i confirmation/receipt, all correspondence between	including detailed written sequence of events, de en yourself and the merchant.	scription of what was ordered, invoice/booking			
Section 4 – Declaration					
kept with the access device, and that the PIN/S		onal computer) nor was there any record of it on materia r person by written, verbal or other means. Disputes can merchant and/or the bank.			
by the Bank in investigating the complaint and r	may be disclosed by the Bank for that purpose to	he Bank in connection with my complaint may be used o others (including the Bank's agents and any relevant information in most cases subject to the payment of an			
I/We acknowledge the matter may be referred to	o the police for further investigation.				
	ercepted or sent to an incorrect address, and Bar	an unsecured means of communication, there is a risk nkwest assumes no responsibility for this. If you have			
If the claim is unsuccessful any amount refunde	• •				
By signing this declaration you also consent to	Bankwest contacting you using the email addre	ess 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	Additional account holder signature	Date			
X	X				
		I			
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					

Page 2 of 2 BWA-BC16 210322

Secured Bankmail channel: Follow instructions on our 'Contact Us' web page.

Email: cards@bankwest.com.au

Mail: Bankwest PO Box E237, Perth WA, 6841