



# Customer transaction dispute form

## Credit Cards

### Travel Card

[BANK STAMP]

Card number:

Primary cardholder name: (as appears on statement)

**I wish to dispute the following transactions on my ANZ card account**

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

A dispute handling fee may be charged. For full details about this fee please see the relevant ANZ Fees and Charges brochure available from any branch of ANZ.

**Please select the reason you would like to dispute this transaction**

- I am unsure about this transaction, please clarify the following details:
  - Merchant name     Merchant location     Transaction date     Transaction amount
  - Other – please specify more details on page 2.
- I did authorise this transaction however, I have not received any goods or services. They were expected on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . I have attached documents showing the expected service or delivery date.
- The merchant was authorised to deduct automatic payments from my account. However, I cancelled / attempted to cancel the authority on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . I have enclosed a copy of my instructions to the merchant to cancel the authority.
- The amount appears to have been altered from \_\_\_\_\_ to \_\_\_\_\_ (Please attach a copy of the sales voucher, receipts etc and specify more details on page 2).
- I have already paid for goods or services by an alternate means – e.g. cash, another credit card, travellers cheques
- I only authorised one transaction (possible duplication). The date of original transaction was \_\_\_\_ / \_\_\_\_ / \_\_\_\_ .
- Neither I nor any additional cardholder have authorised or participated in this transaction from the above merchant, nor received any goods or services.
- I received a credit for \_\_\_\_\_ on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ which has not been processed. I have enclosed a copy of the credit transaction receipt. Merchandise was returned on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . I last contacted the merchant about this matter on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ .
- I attempted to withdraw cash from an ATM and did not receive all or part of the cash (Please specify more details on page 2).

**Important: Please ensure you complete page 2 of this form and attach copies of any documents that support your claim. Lack of documentation may delay resolution of your dispute.**

I confirm that I am not taking any other action in relation to this dispute.

Primary cardholder's signature:

Date:

Additional cardholder's signature:   
Where transaction appears to relate to additional cardholder

Date:

