



Fax to: 1300 788 350
Mail to: NAB Card Disputes
Chargeback Department
GPO Box 2965DD
Melbourne Victoria 3001

Care: Do not complete this form if you are disputing any ATM or EFTPOS transactions. Please call 13 22 65 or visit your nearest NAB outlet in this instance.

Primary cardholder/accountholder details

Form fields for Primary cardholder/accountholder details including Title, First name, Surname, Residential address, Home telephone no., Work telephone no., Mobile, and Credit card/Visa Debit card/Personal Project Loan Account number.

Disputed transaction details

I wish to dispute the following transaction(s) recorded on my statement

Table with 3 columns: Date, Transaction details, and Amount. It contains six rows for entering transaction information.

Tick one box only and detail any additional information in the area provided below: (*Additional Information Required)

- List of checkboxes for reasons of dispute: I only authorised one transaction (apparent duplication), I do not recognise the transaction, I did engage in the transaction(s) but did not receive the goods/services ordered, Transaction amount(s) incorrectly processed, Credit note has not been processed OR has been listed as a charge, and I have cancelled my arrangement for a periodic debit.

If your dispute does not meet any of the above criteria, please contact Fraud Operations on 1300 622 372.

Additional information

Cardholder's signature (Primary cardholder's signature is mandatory for credit cards)

Additional cardholder signature

X

X

Date

/ /

Important Information for Cardholder

- Attach a copy of voucher(s), statements and any documentation available that may assist in our investigations.
- Retain a copy of this form and original documentation.
- A further, more detailed letter may be required from you at a later stage.
- We will acknowledge receipt of your dispute claim in writing. Please allow 10 working days.
- Disputes can take several weeks to resolve as it is necessary to retrieve documentation/voucher(s) from the merchant and/or their bank.
- The timeframe for NAB to process a chargeback (where a chargeback right exists) can vary between 30 to 180 days depending on the credit card scheme and the type of disputed transaction.