

Mail to
eServices
Credit Card Dispute Team
GPO Box 2965DD
Melbourne Victoria 3001

Or **Fax to** (03) 9208 5666

Care: Do not complete this form if you are disputing any ATM or EFTPOS transactions. Please refer to your nearest National outlet for an Electronic Banking Disputed Transaction Advice in this instance.

Principal accountholder details

Full name _____ Title _____

Address _____

Telephone no.

Home () _____ Work () _____

Credit Card/Personal Project Loan Account Number _____

Disputed transaction details

I wish to dispute the following transaction/s recorded on my Credit Card/Personal Project

Loan statement	Amount
Date Transaction details	\$ _____
_____ _____	\$ _____
_____ _____	\$ _____

Tick the appropriate box and detail any additional information in the area provided below

- I do not recognise the transaction (nor does the additional accountholder)
- I did not authorise or participate in the transaction/s (nor did the additional accountholder). I do have all card/s in my possession. 'Please complete additional information'
- I did not authorise or participate in any Internet transaction/s (nor did the additional cardholder).
- I only authorised one transaction (apparent duplication) and the merchant's response was: _____
- I did engage in the transaction/s but did not receive the goods/services ordered (mail/telephone order).
Expected date of delivery was ___/___/___
I contacted the merchant on - ___/___/_____
- Transaction/ s incorrectly processed, I authorised only \$ _____ (copy of valid transaction/ s attached) .
- Transaction paid for by other means (Please provide proof of purchase)
- Goods and Services not as ordered
- Credit note has not been processed or has been listed as a charge on my statement (copy of credit note attached).
- I have cancelled my arrangement for a periodic debit with the merchant on ___/___/___ (copy of the cancellation letter must be provided).
- Other -give details

Additional information

Note: Should the transaction/s in dispute be found to be legitimately authorised by yourself or any other authorised party, a Production of Transaction Evidence Fee of \$5.00 per disputed transaction may be applied to your account.

Principal cardholder signature (mandatory)	Additional cardholder signature	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