



Please complete Application form in full in black or blue pen using CAPITAL LETTERS and X where appropriate.

Mail to: NAB Card Disputes
Chargeback Department
GPO Box 296500
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.

Sign, scan and email to: cardholder.disputes@nab.com.au

Main contact

Please indicate main contact in charge of the dispute:

- Cardholder
- Card Administrator

Please provide details for the main contact:

Title First name Surname

Residential address State Postcode

Email address Work telephone no. Mobile number

Note: Email address is required to issue a reference number for the dispute lodged.

Corporate Card Number

4 7 1 5 2 7

Disputed transaction details

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

Table with 3 columns: Date, Transaction details, Amount

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

- I only authorised one transaction (apparent duplication).
- 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)

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).

Fraud – Unauthorised transaction*

*For Dispute type "Fraud – Unauthorised", please call the Fraud team immediately on 1300 622 372 who will take all necessary actions in cancelling your card and organising a chargeback. No further action is required in regards to the submission of this form.

Other – give details

Text input area for additional details

Additional information

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



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.
- Under card scheme rules and regulations, if a dispute is not lodged within 120 days from the date of transaction, NAB may lose the ability to dispute the transaction on your behalf.