



NAB Purchasing and Corporate Card

Disputed transaction advice

Please complete this form electronically or in blue or black pen using CAPITAL LETTERS and **X** where appropriate.

Care: Do not complete this form if you are disputing any ATM or EFTPOS transactions. Please call 13 10 12 or visit your nearest NAB outlet in this instance.

Email to:
cardholder.disputes@nab.com.au

Important Information

- Attach any documents that may assist in our investigations.
- Retain a copy of this form and original documentation.
- A further, more detailed letter (including but not limited to your signature) may be required from you at a later stage.
- We will acknowledge receipt of your dispute claim in writing. Please allow 10 business days.
- Disputes can take several weeks to resolve as it is necessary to retrieve documentation from the merchant and/or their bank.
- Under card scheme rules and regulations, if a dispute is not lodged within 120 calendar days from the date of transaction, NAB may lose the ability to dispute the transaction on your behalf.

Main contact

Please indicate main contact in charge of the dispute:

- ☐ Cardholder
☐ Authorised Officer

Please provide details for the main contact:

Title	First name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>

Residential address

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

Email address

Work telephone no.

Mobile number

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

Card Number

X	X	X	X	X	X														
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Disputed transaction details

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

Estimated delivery date

Date merchant was last contacted

Enter correct amount (AUD)

- ☐ I was charged an incorrect amount \$ (attach copy of invoice/receipt showing correct amount)

- ☐ Credit note has not been processed or has been listed as a charge on my statement (attach copy of credit note)

Date cancellation was requested

- ☐ I have cancelled my arrangement for a periodic debit with the merchant on

- ☐ Fraud - unauthorised transaction

If you are disputing transactions you did not initiate or notice a transaction after your card has been lost or stolen, please call the Fraud team immediately on 13 22 65 (Option 3) who will take all necessary actions in cancelling your card and raise a fraud dispute. No further action is required in regards to the submission of this form.

- ☐ Other – give details

List the relevant transaction(s) as recorded on your statement

Date	Transaction details	Amount
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
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/ /		\$
/ /		\$

Additional information