



## NAB Traveller Card Dispute Claim Form

**This form will be returned if incomplete, or supporting documentation is not supplied**

Please complete the form in full and return it to us by post, email or fax to the details given below. If we do not receive the form within 30 days, we assume you no longer wish to proceed with the dispute and your case will be closed

**Post:** Card Services, NAB Traveller Card, PO Box 1653, North Sydney NSW 2060

**Email:** [disputes@nabtravellercard.com.au](mailto:disputes@nabtravellercard.com.au)

**Fax:** +61 (0)2 8244 8336

### Completing this form

**ATM:** If your dispute relates to an ATM not paying out the correct amount you requested, please only complete Section 1, 2 and 6 of this form.

**ALL OTHER DISPUTES:** For all other disputes, please complete the form in full.

### Section 1: Your personal details

<b>Cardholder Name</b>	
<b>Cardholder Address</b>	
<b>Card Number</b>	
<b>Contact Phone Numbers</b>	<b>Home</b>
	<b>Mobile</b>
	<b>Temporary</b>
<b>Email Address</b>	

### Section 2: Details of dispute

Transaction Date	Merchant Name / ATM Location	Transaction Reference Number	Amount & Currency

**Please continue on the reverse of this form or another sheet if necessary**

### Section 3: Card details

Was the card signed?	Yes / No
Where did you last use the card?	
What date and time did you last use the card?	
Is the card still in your possession?	Yes / No
Do you keep a written copy of your PIN? <i>If yes, please provide details</i>	Yes / No
Could your PIN be known to other persons? <i>If yes, please provide details</i>	Yes / No
Do you know the person who did these transactions? <i>If yes, please provide details</i>	Yes / No



## NAB Traveller Card Dispute Claim Form

### Section 4: Complete if card is **NOT** in your possession

How has the card come to be out of your possession?	Lost / Stolen / retained in ATM / Not received in post / other (provide details)
<i>Please provide details of date and time:</i>	
What other documents or personal property was lost or stolen at the same time?	

### Section 5: Complete if card is in your possession

What is the expiry date of the card?	
Have you ever given your card details to a third party? <i>If yes, please provide details of who, when and the reason</i>	Yes / No
Have you ever used your card at any of the merchants where you are disputing the transactions? <i>If yes, please provide details of your transactions and attach supporting documents such as receipts</i>	Yes / No
Have you ever visited the country where the disputes took place? <i>If yes, please provide details</i> <i>If the transactions happened after you had left the country, please provide travel related documents to show this</i>	Yes / No
When was the last time you used your card? <i>Please provide details of date, time, merchant name and location</i>	
Have you ever knowingly allowed somebody else to use your card? <i>If yes, please provide details</i>	Yes / No
Have you ever entered your card details on the Internet? <i>If yes, please provide details including anyone else who has access to your computer</i> <i>Please include any free services or subscriptions you have signed up for</i>	Yes / No
Have you contacted the merchant in the attempt to resolve this issue? <i>If yes, please provide supporting documents showing details including dates, method of contact and response from the merchant</i>	Yes / No



# NAB Traveller Card Dispute Claim Form

## Section 6: Details and declaration

Please provide the full circumstances surrounding your claim in the space below (you may use the reverse form, or another sheet if necessary):

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

Have you informed the Police and/or your insurers?	Yes / No
If yes, please provide details and attach supporting documents:	
If no, please explain why:	

### Declaration

I, the undersigned, declare that all information contained within this statement is correct to the best of my knowledge. I understand that the information I have provided will be transmitted across national borders, will be used in undertaking possible fraud investigations, and may be passed to law enforcement agencies.

Signed:	
Print Name:	
Date:	

When you have completed the form, please sign and return it to us by post, email or by fax to the details given below

**Post:** Card Services, NAB Traveller Card, PO Box 1653, North Sydney NSW 2060

**Email:** [disputes@nabtravellercard.com.au](mailto:disputes@nabtravellercard.com.au)

**Fax:** +61 02 8244 8336