



I require more details regarding this transaction – please clarify the following information in the Additional Information field below.

\* **Merchant Name**

\* **Merchant Location**

\* **Transaction Amount**

Duplicated Transaction - I authorised one transaction at this merchant on \_\_/\_\_/\_\_ however it appears to have been duplicated. I have not authorised the other transaction/s and my card was in my possession at the time of the transaction.

Paid by Other Means - I used another method of payment for this transaction -NOT the above Visa card number. Documentation required: Provide proof of payment by other means (e.g. cash/Eftpos or other credit card receipt).

Cancelled membership/subscription – I cancelled the recurring Debit Authority with the Merchant on \_\_/\_\_/\_\_

Refund/Credit not processed - Goods returned to the Merchant but a Refund has not been processed to my account. Provide a copy of Registered Mail receipt/Courier invoice showing goods returned to merchant. However if a Credit transaction receipt was issued but credit has not been processed- provide a copy of the credit transaction receipt/letter from the merchant stating credit was authorised.

Non-receipt of Goods/Services –Goods/Services were to be received by me on \_\_/\_\_/\_\_. I have attempted to resolve this dispute with the Merchant &/or Merchants Liquidator. Provide details of the goods/services that were purchased showing the expected delivery date and/or proof they will not be delivered. (e.g. copies of emails to/from the merchant)

ATM withdrawal (Overseas ATMs ONLY) - Cash NOT received - I participated in this ATM transaction and requested the amount of \$\_\_\_\_ however I received the amount of \$\_\_\_\_\_.

Unauthorised Transaction - I confirm that neither I nor any additional cardholder on my account authorised or participated in the above transaction/s. I confirm that the card(s) were in my possession at the time the disputed transaction(s) took place. NOTE: The Visa Card will be cancelled and a replacement card will be issued (subject to replacement card eligibility)

#### **Fees and Delays**

a) A fee (Voucher Retrieval) per disputed transaction will be debited to your account if our investigations conclude that the transaction was authorised or initiated by you.

b) Please be aware that it may be in excess of 30 DAYS for us to complete our investigation. This is due to other third parties that are involved with the disputed transaction/s as certain information regarding the dispute/s will be sought from them.

#### **Customer Declaration.**

- I/we have noted the **Fees and Delays** section and register my/our dispute with the transaction/s as detailed.

- I/we hereby declare that the contents of this declaration are true and correct.

-I/we authorise Suncorp to Investigate/correct the transaction(s) in dispute. Where applicable I enclose relevant supporting documentation.

**Signature:**

**Date:**