

Suncorp Bank Credit Card Transactions

– Customer Investigation Request

Return the form using the document upload feature by logging into Suncorp Bank Internet Banking>Go to Credit Card Services
>Card Services>Document Upload or Post to: Credit Card Disputes, Transaction Services, GPO Box 40, SYDNEY NSW 2001

Customer name Card number

File reference

Transaction date	Merchant name	Amount	Reference
<input type="text" value="DD / MM / YYYY"/>	<input type="text"/>	<input type="text" value="\$"/>	<input type="text"/>
<input type="text" value="DD / MM / YYYY"/>	<input type="text"/>	<input type="text" value="\$"/>	<input type="text"/>
<input type="text" value="DD / MM / YYYY"/>	<input type="text"/>	<input type="text" value="\$"/>	<input type="text"/>
<input type="text" value="DD / MM / YYYY"/>	<input type="text"/>	<input type="text" value="\$"/>	<input type="text"/>

I dispute the above mentioned transaction(s) for the following reason (please tick ONE box only):

<input type="checkbox"/>	Unauthorised Transaction Transaction not authorised by Primary or Additional Cardholder. The card was in my possession at the time of the transaction. Note – The Credit Card will be cancelled and a replacement card will be issued (subject to replacement card eligibility policy).
<input type="checkbox"/>	Duplicate Billing I was charged more than once for a single authorised transaction. I authorised \$ <input type="text"/> on <input type="text" value="DD / MM / YYYY"/> (date). I have not authorised the other transaction/s. My card was in my possession at the time of the transaction.
<input type="checkbox"/>	Non-Receipt of Goods (<i>Documentation required</i>) Goods were to be received on <input type="text" value="DD / MM / YYYY"/> (date). Please enclose any supporting document.
<input type="checkbox"/>	Refund/Credit Not Processed Credit transaction receipt issued but credit not processed to my account. <i>Documentation required:</i> Please enclose credit transaction receipt or letter from merchant stating credit authorised. OR Goods Returned to Merchant But Refund Not Processed <i>Documentation required:</i> Please enclose proof that merchant received the returned merchandise, i.e. Registered Mail receipt or courier invoice signed by the merchant upon receipt of the goods.
<input type="checkbox"/>	Cancelled Membership/Subscription Date cancellation was made <input type="text" value="DD / MM / YYYY"/> . <i>Documentation required:</i> Please provide copy of cancellation notice. Note: Refund can only be requested if your account is debited 15 calendar days after cancellation date.
<input type="checkbox"/>	ATM Transaction Not Completed Cash was not disbursed/ATM only disbursed \$ <input type="text"/> but transaction amount has been billed to my account.
<input type="checkbox"/>	Paid By Other Means The transaction was charged to my account and was also paid by other means. <i>Documentation required:</i> Please enclose proof of payment by other means, i.e. cash receipt, cardholder copy of 'other' credit/charge card transaction receipt.

<input type="checkbox"/>	Incorrect Amount Charged Amount charged is incorrect, the transaction amount should be \$ <input type="text"/> . <i>Documentation required:</i> Please enclose transaction receipt.
<input type="checkbox"/>	Services Not Rendered Services for the transaction(s) were not rendered due to the inability/unwillingness of the merchant. I have attempted to resolve this dispute with the merchant and/or merchant's liquidator. Date services were to be provided <input type="text"/> D D / M M / Y Y Y Y . <i>Documentation required:</i> Please enclose documentation proving that the services will not be rendered i.e. media coverage, a written notice from the merchant or their liquidators
<input type="checkbox"/>	Cancelled Accommodation Accommodation was booked and cancelled within cancellation policy. Cancellation date <input type="text"/> D D / M M / Y Y Y Y with Cancellation number <input type="text"/> .
<input type="checkbox"/>	Other If your dispute does not fall into any of the above categories, please attach a detailed explanation of the circumstances surrounding your dispute.

I authorise Suncorp Bank and National Australia Bank Limited to investigate/correct the transaction(s) in dispute. Where applicable I enclose relevant supporting documentation requested above.

Primary Cardholder Signature

Date

 D D / M M / Y Y Y Y

Additional Cardholder Signature

Date

 D D / M M / Y Y Y Y

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the credit provider and issuer of Suncorp Bank Clear Options Credit Cards. Suncorp Bank (Norfina Limited ABN 66 010 831 722 AFSL 229882) promotes and distributes Suncorp Bank Clear Options Credit Cards on NAB's behalf under an agreement with NAB. NAB has acquired the business relating to this credit from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the Credit Cards. Suncorp Bank will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards (other than those relating to Suncorp Bank Internet Banking and Telephone Banking). Our/us/we means NAB unless the context otherwise requires it.

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