

Visa Debit Disputes Form

This form is not to be used for lost or stolen card disputes – please call us on 13 11 55 for lost or stolen card disputes.

Personal Details

Name			
Address			
	State	Postcode	
Daytime phone		Mobile phone	
Email			
Visa Debit Card Number	<input type="text"/>	<input type="text"/>	<input type="text"/>

Transaction Details

Date	Merchant Name	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please select the type of dispute from the following list

Please tick one of the following

- 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
 Tick here to stop this recurring debit from the Merchant
You should always consider any terms and conditions the Merchant may have regarding cancelling a recurring payment. For example, a Merchant may specify that you cancel your authority in writing or within a specific timeframe prior to the next payment date. Suncorp accepts no liability and will not be responsible for helping you, at your request, to pause, stop or cancel a recurring card payment where you have not acted in accordance with the terms and conditions of the Merchant.
- 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 was in my possession at the time the disputed transaction took place. NOTE: The Visa Card will be cancelled and a replacement card will be issued (subject to replacement card eligibility).

Customer Declaration

- I/We acknowledge and understand the **What will we do** 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 the transactions in dispute.
- I/We authorise Suncorp to use the above contact information for all correspondence relating to this Dispute.
- I/We acknowledge the Suncorp Bank Visa Debit Card will be cancelled and a replacement card will be issued (subject to replacement card eligibility).

Signature/s

Date:

Please send the completed form and documents to:

Email: ATMPOSDisputes@suncorp.com.au (subject line: Multiple Disputes Form)

Mail: 4RE011 GPO Box 1453, Brisbane, Qld 4001

What we will do

We'll work to help resolve this issue as quickly as possible however, please be aware it may take in excess of 30 days from the time Suncorp Bank receives this completed dispute form for us to complete our investigation. This allows for time taken by the Merchant / Third Party to respond and/or whether the Merchant / Third Party challenges the dispute.

Once our investigation into your disputed transactions have been completed by us, we will notify you of the outcome of our investigation.

If we didn't meet your expectations in any way or to lodge a complaint with Suncorp Bank, please contact us on 13 11 55. For information on our complaint processes or to escalate a complaint with us visit www.suncorp.com.au/contact-us/customer-relations or lodge your complaint with the Australian Financial Complaints Authority by visiting www.afca.org.au, calling 1800 931 678, emailing info@afca.org.au or sending a letter to GPO Box 3, Melbourne VIC 3001.

Transaction Details

Date	Merchant Name	Amount
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
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