community first credit union

CARD TRANSACTION INVESTIGATION

1. MEMBER DETAILS

Member number: _____ Contact phone number: _____

Title: _____ Surname: _____ First name(s): _____

Card number: _____ * * * * * * _____

Has the PIN been recorded anywhere (e.g. on the card, on paper)? ☐ No ☐ Yes, where: _____

Has the PIN been disclosed to a third party (e.g. a family member / friend?) ☐ No ☐ Yes, where: _____

2. TRANSACTION DETAILS

Please fill in the transaction details below:

Date:	ATM / Merchant Name (as shown on statement)	Amount
/ /		$
/ /		$
/ /		$
/ /		$
/ /		$

3. REASON FOR DISPUTING

Before we can investigate your query, we need to know the details of the situation and what contact has been made with the merchant(s) involved. (You should attach copies of voucher(s) and any other documentation that may assist with our investigation).

Please tick one of the following boxes:

☐ I do not recognise the transaction(s) and would like more information. I acknowledge a voucher retrieval fee of $20.00 will be charged*

☐ I advise that I neither made nor authorised the transaction(s). I have reported the fraud to the Police and enclosed a completed statutory declaration form.

ACORN number: _____ (www.acorn.gov.au)

Card lost / stolen on: / / (if applicable)

☐ Transaction was only authorised once, but has been debited from my account twice.

☐ ATM withdrawal - Cash partially dispensed. Enter amount received: $ _____

☐ I did not receive the goods or services and have contacted / attempted to contact the merchant (please provide proof of contact).

☐ I used another method of payment for this transaction, not the above card and I enclose my proof of payment.

Declaration and signature

Signature: _____ Print name: _____ Date: / /

Please note the following:

- It is important that you notify us on any VISA dispute transaction as soon as possible to ensure we are able to exercise chargeback rights on your behalf. We are restricted by time constraints imposed by VISA in which to lodge a claim. Any claim lodged after 90 calendar days from the transaction date may affect your chance of a chargeback. In some cases where the ePayments Code applies, the limits may vary.
- Upon receipt of all requested information, your dispute should be resolved within 45 days. If this time frame is exceeded, Community First Credit Union will advise you in writing.
- Community First Credit Union will make a determination of liability for the disputed transaction and will advise you in writing of the outcome of the investigation.
- If you subsequently recognise the transaction/s and no longer wish for Community First Credit Union to investigate, please call us on 1300 13 22 77.
- The resolution of your dispute will be in accordance with the ePayments Code, VISA International Operating Regulations and the Terms and Conditions of your account.

*Refer to schedule of Fees and Charges.