

Visa Debit Dispute Form

This form is not to be used for lost or stolen card disputes. Please see list of applicable disputes below.

Please complete a form for each type of dispute and return the completed form to 4RE011 GPO Box 1453 Brisbane Qld 4001 or fax to 07 3031 2328

Personal Details

Name	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>	State	Postcode
Phone	<input type="text"/> (<input type="text"/>) <input type="text"/>		
Visa Debit Card Number	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please select the type of dispute from the following list

Please tick one or more fo the following

- Additional Information** - I require more details regarding the transaction/s - please advise further details of:
 Merchant Name Merchant Location Transaction Amount
- Duplicated Transaction** - I authorised one transaction at this merchant on DD / MM / YYYY 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 DD / MM / YYYY
- 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 DD / MM / YYYY 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).

Transaction Details

Date	Merchant Name	Amount
<input type="text"/> DD / MM / YYYY	<input type="text"/>	\$ <input type="text"/>
<input type="text"/> DD / MM / YYYY	<input type="text"/>	\$ <input type="text"/>
<input type="text"/> DD / MM / YYYY	<input type="text"/>	\$ <input type="text"/>

For more transactions please complete the section on the reverse side.

Fees and Delays

- a. A Record search fee (voucher retrieval) for each 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 and certain information regarding the dispute being 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/s	<input type="text"/>
Date:	<input type="text"/> DD / MM / YYYY

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		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$
D D / M M / Y Y Y Y		\$