

**personal details**

member number \_\_\_\_\_  
card holder full name \_\_\_\_\_  
postal address \_\_\_\_\_ postcode \_\_\_\_\_  
home phone no. \_\_\_\_\_ work phone no. \_\_\_\_\_ mobile no. \_\_\_\_\_

**card details**

redicard     VISA credit card     VISA debit card  
card number \_\_\_\_\_ expiry date \_\_\_\_\_  
reason for card replacement     lost card     lost PIN     damaged card     stolen card     change of name  
If the reason for replacement is either 'change of name' or 'damaged card' - the new card will be issued with the same PIN.

**lost or stolen details (if applicable)**

date of loss/theft \_\_\_\_\_  
time of loss/theft \_\_\_\_\_  
lost/stolen from which location \_\_\_\_\_  
was card signed?     yes     no  
loss reported to VISA hotline -  
date \_\_\_\_\_ time \_\_\_\_\_  
reference number \_\_\_\_\_  
loss reported to police -  
date \_\_\_\_\_ time \_\_\_\_\_  
police report no. \_\_\_\_\_  
police station \_\_\_\_\_  
details \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

member's transactions verified in all accounts     yes     no  
last three merchant transactions not showing in account -  
1. place \_\_\_\_\_  
   date \_\_\_\_\_ amount \_\_\_\_\_  
2. place \_\_\_\_\_  
   date \_\_\_\_\_ amount \_\_\_\_\_  
3. place \_\_\_\_\_  
   date \_\_\_\_\_ amount \_\_\_\_\_  
unauthorised transaction detail(s) (if applicable)  
1. \_\_\_\_\_ amount \_\_\_\_\_  
2. \_\_\_\_\_ amount \_\_\_\_\_  
3. \_\_\_\_\_ amount \_\_\_\_\_

**Note:** If there are unauthorised transactions a Statutory Declaration must be completed.

**declaration**

I understand that a fee may be charged for this card and I hereby authorise the credit union to deduct the fee from my nominated account.  
nominated account number \_\_\_\_\_  
signature \_\_\_\_\_ date \_\_\_\_\_

**office use only**

**SECTION 1** - to be completed by branch  
taken by \_\_\_\_\_ date \_\_\_\_\_  
special delivery instructions \_\_\_\_\_  
 signature verified  
 card cancelled (if lost/stolen)  
 no replacement fee applies

**SECTION 2** - to be completed by member administration  
 no account links  
existing limit group \_\_\_\_\_  
account links \_\_\_\_\_  
 verified by VISA updated  
completed by \_\_\_\_\_ date \_\_\_\_\_