

member details

member number _____

card holder name _____

card number

transaction dispute details

reason code	description
1	transaction not recognised
2	duplication
3	cancelled recurring transaction
4	paid by other means
5	defective merchandise (not as described)
6	services not provided or merchandise not received
7	fraudulent transaction

merchant	amount	date	reason code <i>please select a reason from the above list</i>
	\$		
	\$		
	\$		
	\$		
	\$		

signature

I am aware that a fee applies for voucher retrieval if the transaction proves valid, and that the charge back process may take up to 60 days.

cardholder signature _____ date _____

office use only

SECTION 1 - completed by branch

- suspected fraudulent transaction
- statutory declaration given to member
(only applicable to suspect fraud transactions)

taken by: _____

branch: _____

date received: _____

SECTION 2 - completed by member admin

vbv enrolment status:

- registered
- pre registered

internet transactions only status of transaction:

- authentication successful
- authentication attempted
- authentication failed
- transaction not in vbv
- isp sent to member
- isp received

SECTION 3 - completed by member admin

- voucher required voucher requested
- chargeback decision*
- chargeback rights apply chargeback processed
- pre-arbitration applies pre-arbitration filed
- arbitration applies arbitration filed
- pre-compliance applies pre-compliance filed
- chargeback rights do not apply

completed by: _____

Please continue to next _____ page(s) of Cardholder's letter(s) and supporting documentation