

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

I did not authorise or participate in the transaction(s) listed below:

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. I declare this information to be true and correct.

cardholder signature _____ date _____

<p>office use only</p> <p>SECTION 1 - completed by branch</p> <p><input type="checkbox"/> suspected fraudulent transaction</p> <p>taken by: _____</p> <p>branch: _____</p> <p>date received: _____</p>	<p>SECTION 2 - completed by corp admin</p> <p><input type="checkbox"/> vbv transaction</p> <p>police report number <i>(if required)</i></p> <p>_____</p> <p><i>internet transactions only status of transaction:</i></p> <p><input type="checkbox"/> authentication successful</p> <p><input type="checkbox"/> authentication attempted</p> <p><input type="checkbox"/> authentication failed</p> <p><input type="checkbox"/> transaction not in vbv</p> <p><input type="checkbox"/> isp sent to member</p> <p><input type="checkbox"/> isp received</p>	<p>SECTION 3 - completed by corp admin</p> <p><input type="checkbox"/> voucher required <input type="checkbox"/> voucher requested</p> <p><i>chargeback decision</i></p> <p><input type="checkbox"/> chargeback rights apply <input type="checkbox"/> chargeback processed</p> <p><input type="checkbox"/> pre-arbitration applies <input type="checkbox"/> pre-arbitration filed</p> <p><input type="checkbox"/> arbitration applies <input type="checkbox"/> arbitration filed</p> <p><input type="checkbox"/> pre-compliance applies <input type="checkbox"/> pre-compliance filed</p> <p><input type="checkbox"/> chargeback rights do not apply</p> <p>completed by: _____</p>
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Please continue to next _____ page(s) of Cardholder's letter(s) and supporting documentation