



## Lost or stolen cards

Fraud resulting from a lost or stolen card must be reported to the police before we can progress your claim (this can be provided later).

Police report number: \_\_\_\_\_ Report date: \_\_\_\_\_

When did you first notice the card was missing? Date: \_\_\_\_\_ Time: \_\_\_\_\_

Where was the last known location of the card? \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Have you ever given your card to another person to use on your behalf? \_\_\_\_\_

Please provide details: \_\_\_\_\_

Was your PIN written down? \_\_\_\_\_ If so, where? \_\_\_\_\_

Was your PIN previously disclosed to anyone? \_\_\_\_\_ Please provide details: \_\_\_\_\_

Did your PIN form part of your date of birth? \_\_\_\_\_

Additional comments:

\_\_\_\_\_  
\_\_\_\_\_

## Declaration

I declare the information, reason code and any supporting documentation provided for each disputed transaction to be true and accurate; and I acknowledge that my dispute may otherwise be delayed or declined. **And as applicable:**

**Reason code 1:** I don't recognise the transaction, have conducted an internet search for the business and have checked family and/or other cardholders did not participate in the transaction.

**Reason code 2-6:** I have attempted to resolve the dispute with the business to an unsuccessful and final outcome on date: \_\_\_\_\_

I have evidence of this and am aware this must be provided along with any documentation to support my claim, before my dispute can be accepted. Additionally, for **reason code 3**, I cancelled the recurring transaction with the business on date: \_\_\_\_\_

**Reason code 7:** I did not participate in the transaction in any way; my card or card details have been used by an unknown third party.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Office use only

ID&V method: \_\_\_\_\_

Completed by: \_\_\_\_\_

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_