

# EFT Transaction Dispute Advice



## 1. Customer and Transaction Details

Name on Card

Account Number  Card Number

Postal Address

Street

Suburb  State  Postcode  Daytime Number

I wish to dispute the following transactions on my Delphi Bank card account (transactions on hold are NOT to be included)

Date	ATM/Merchant Location	Amount
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

## 2. Reason for Disputing Transaction(s)

Please tick relevant boxes

Card or Additional Card was lost/stolen and unauthorised transaction(s) have been debited to my account. **Please complete section 3.**

Was Card Signed?  Yes  No Where was the PIN recorded or kept?

Was PIN  Lost  Stolen Date  Time  Place

I did not authorise or participate in the transaction(s). **Please complete section 3.**

I do not recognise the transaction(s) and would like more information.

ATM did not dispense any cash.

ATM malfunction – only dispensed part of the cash. Please provide details of amount received below.

Transaction(s) has been debited to my account more than once.

I have not received goods or services for the transaction(s). The expected service/delivery date was \_\_\_\_\_

A credit has not been processed to my account for the transaction(s). A copy of the credit transaction receipt is attached.

Other – provide details

Any additional information you can provide which will assist with this investigation.

**Note:** Should the transaction(s) in dispute be found to be legitimately authorised by yourself or any other authorised party, a voucher retrieval fee per disputed transaction may be applied.

# EFT Transaction Dispute Advice



## 3. Please complete for all unauthorised card transactions(s)

The last valid transaction was:

Date	ATM/Merchant Location	Amount
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

When and how did you become aware of the loss/theft?

How did you report the loss/theft to us? (eg. Telephone/visit local brunch)

What was the date and time you did this?

How did the loss/theft occur? (eg. house break in, purse/wallet stolen)

Where did the loss/theft occur? (eg. Office, home, travelling on bus/train etc)

If the card was not lost or stolen, where was the card at the time of the transaction?

### Important Information for Cardholder

- Please attach a copy of voucher/s, statements and any relevant documentation that may assist in our investigations.
- Please attach a copy of your written request for cancellation of a direct debit to the relevant organisation from where the direct debits are coming from, to assist with our investigation.
- Retain a copy of this form and original documentation.
- Disputes may take up to 45 days to resolve, as it is often necessary to liaise with other financial institutions to retrieve additional documentation/information.

Cardholder Signature

Date

## 4. Branch Use Only

Cards must be closed if lost/stolen and/or if fraudulent transactions have occurred.

Has the card been cancelled?  Yes  No

Completed by

Signature Verified by

Checked by

## 5. Operations Use Only

Date Input

Input by

Checked by

New Card Number

Date Dispatched