CUSTOMER INVESTIGATION REQUEST
Credit Card Transactions

Return by Fax - 1300664197 or Post to: Credit Card Disputes, Transaction Services, GPO Box 40 SYDNEY NSW 2001

CARDHOLDER DETAILS

Customer Name

Card Number

File Reference (Office Use)

Transaction Date	Merchant Name	Amount	Reference

I DISPUTE THE ABOVE MENTIONED TRANSACTION/S FOR THE FOLLOWING REASON [PLEASE TICK ONE BOX ONLY]

Unauthorised transaction

- Transaction not authorised by Primary or Additional Cardholder. The card was in my possession at the time of the transaction.

Note: The Credit Card will be cancelled and a replacement card will be issued (subject to replacement card eligibility policy).

Duplicate billing

- I was charged more than once for a single authorised transaction. I authorised $_____ on _____ (date). I have not authorised the other transaction/s. My card was in my possession at the time of the transaction.

Non-receipt of goods   OR   Services not rendered

Goods/Services for the transaction/s were not provided due to the inability/ unwillingness of the merchant. Goods/Services were to be provided on _____. I have attempted to resolve this dispute with the merchant and/or merchant's liquidator.

Documentation Required:

- A copy of the transaction receipt or other documentation containing a written description of the merchandise or services purchased.

- Communication proof that you attempted to resolve the dispute with the merchant, OR

- Documentation proving that the services will not be rendered. i.e. media coverage, a written notice from the merchant or their liquidators.

Refund/Credit not processed

Credit transaction receipt issued but credit not processed to my account.

Documentation Required:

- Please enclose credit transaction receipt or letter from the merchant stating credit authorised.

Goods returned to the merchant or services cancelled but refund not processed.

Documentation Required:

- Communication proof that you attempted to resolve the dispute with the merchant, AND

- Proof of return/cancellation when you returned or cancelled goods/services.

Not as described or Defective merchandise

Documentation Required:

- A copy of the transaction receipt or other documentation containing a written description of the merchandise purchased.

- Explanation of what was not as described or defective.

- Please enclose proof that merchant received the returned merchandise i.e. Registered Mail receipt or courier invoice signed by the merchant upon receipt of the goods.

- Communication proof that you attempted to resolve the dispute with the merchant.

Cancelled membership/subscription

- Date Cancellation was made _____.

Documentation Required: - Please provide copy of cancellation notice.

Note: Refund can only be requested if your account is debited 15 calendar days after cancellation date.

Paid by other means – the transaction was charged to my account and was also paid by other means.

Documentation Required:

- Please enclose proof of payment by other means i.e. cash receipt, cardholder copy of other credit/charge card transaction receipt.

Processing error – Amount charged is incorrect, the transaction amount should be $_____.

Documentation Required: - Please enclose transaction receipt.

Cancelled Accommodation

- Accommodation was booked and cancelled within cancellation policy

Cancellation date   _____ with

Cancellation number _____.

Documentation Required: - Please provide proof of cancellation.

Other - If your dispute does not fall into any of the above categories, please attach a detailed explanation of the circumstances surrounding your dispute.

- I am no longer disputing this transaction and request to cancel the investigation.

AUTHORISATION

I authorise Bank of Queensland to investigate/correct the transaction(s) in dispute. Where applicable I enclose relevant supporting documentation requested above.

Primary Cardholder

X

Additional Cardholder

X

Date   dd / mm / yyyy

Date   dd / mm / yyyy

Disputes_(0314)