

ATM dispute - I was short paid when withdrawing at an ATM machine
(Please provide details here)

Date	Time	Amount Withdrawn	Amount Received
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$

Unauthorised transactions - if the transactions are unknown, can you please confirm if:

- You have received any emails or SMS messages containing a link Yes No
-If yes, have you provided any OTP (onetime password)? Yes No
- You have received any cold calls, allowed or granted access to the caller to access your device? Yes No
-What type of device?

If you have answered Yes to any of the above, please;

1 You will need to get your device cleaned professionally and receipt of such to be provided to Community First Bank as part of the investigation.

2 I have reported the matter to ACSC (Australian Cyber Security Centre) at www.cyber.gov.au/report

ACSC number:

3 Summarise the event below, what happened?

(We may contact you to request further information if required)

4. TRANSACTION DETAILS

Please fill in the transaction details below:

Date	ATM/Merchant Name (as shown on statement)	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"/>
<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"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

5. DECLARATION AND SIGNATURE

I declare that this claim and the information to this claim are true and correct. I understand that resolution of my claim may be delayed, or my claim may not be able to be properly investigated, if additional information is required from me to assist with Easy Street's investigations. I also understand that if the disputed transaction/s are found to have been authorised correctly, my account will be debited the applicable fees and charges.

<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature	Print name:	Date

- It is important to notify us of any disputed VISA transactions as soon as possible within 90 calendar days from the transaction date. If you don't, we may lose any chargeback right we have under the VISA scheme rules. However, this doesn't apply to an unauthorised transaction that is regulated by the ePayments Code.
- Upon receipt of all requested information, your dispute should be resolved within 45 days. If this time frame is exceeded, Easy Street will advise you in writing.
- Easy Street will make a determination of liability for the disputed transaction and will advise you in writing of the outcome of the investigation.
- If you subsequently recognise the transaction/s and no longer wish for Easy Street to investigate, please call us on **1300 13 14 65**.
- The resolution of your dispute will be in accordance with the ePayments Code, VISA International Operating Regulations and the Terms and Conditions of your account.

*Refer to schedule of Fees and Charges.