

CARD TRANSACTION INVESTIGATION

where better banking lives

1. MEMBER DETAILS				
Member number:	Contact number:			
Title: Surname:	First Name(s):			
Card number:				
2. CARD QUERY				
My card/device has been lost/stolen? Yes: No - Go to Section 3				
Lost: Stolen:				
Card: Device: Was the device locked? Yes:	No:			
Date lost/stolen: Police report number:				
Has the PIN/Code been recorded anywhere or kept (e.g. on the c	ard, on paper)?			
No:	Yes - if yes, where:			
Has the PIN/Code been disclosed to a third party (e.g. a family m	ember/friend)?			
No:	Yes - if yes, to whom:			
Please provide any further information to this matter e.g. circums relevant details about steps taken to ensure security of devices or				
Tolevant details about stops taken to onsure security of devices of	r coucs.			
3. REASONS FOR DISPUTING				
Please tick one of the following boxes:				
Cancelled subscription/trial	Duplicated transaction/incorrect amount			
(Provide evidence of cancellation and any other relevant documer	nts) (Provide copy of sales receipt)			
Goods/Services not received Expected date of receipt/d	elivery			
Description of services/merchandise				
(Provide copy of sales receipt, proof of contact made with merch	nant)			
Goods/Services not as described				
(Provide copy of sales receipt, proof of contact made with merchant)				
Payments made by other means - I used another method of payment for this transaction (not the above card)				
(Provide copy of your sales receipt or other evidence of proof of payment)				
Refund not processed - the goods were returned/services were cancelled on:				
A credit was due to be processed to my card/account for the amount of: \$				
(Provide evidence of return of goods. Evidence of credit due and any other supporting documents)				



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ATM dispute - I was short payed when withdrawing at an ATM machine					
(Please provide details here)					
Date	Time	Amount Withdrawn	Amount Received		
		\$	\$		
		\$	\$		
		\$	\$		
		\$	\$		
		\$	\$		
Linguitherized tran	nsactions - if the transactions are unk	nown can you please confirm if:			
_	any emails or SMS messages contain		Yes No		
	ovided any OTP (onetime password)?		Yes No		
		ess to the caller to access your device?	Yes No		
-What type of device					
	Yes to any of the above, please;				
		nd receipt of such to be provided to Comm	nunity First Bank		
as part of the invest					
	matter to ACSC (Australian Cyber Sec	curity Centre) at www.cyber.gov.au/repor	t		
ACSC number:					
	nt below, what happened?	oton all			
(vve may contact you	u to request further information if requ	uirea)			



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4. TRANSACTION DETAILS					
Please fill in the transaction details below:					
Date	ATM/Merchant Name (as shown on statement)	Amount			
		\$			
		\$			
		\$			
		\$			
		\$			
		\$			
	1				

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.

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.