

# ANZ Commercial Cards Transaction Dispute Form



This form is used if you would like ANZ to investigate an unauthorised or unrecognised transaction on your Billing Account.

## 1. FACILITY DETAILS

Card Number

Company/Partnership/Sole-Proprietor Name in full (the Client)

ABN

Cardholder Name

Billing Account Name

Contact Person Name (Cardholder or Card Administrator)

Telephone

Mobile

Fax

Email

## 2. I WISH TO DISPUTE THE FOLLOWING TRANSACTION(S)

| Date                 | Transaction Details  | Amount(AUD)             |
|----------------------|----------------------|-------------------------|
| <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"/> |

## 3. WHAT YOU NEED TO DO – PLEASE SELECT DISPUTE TYPE

Please tick ✓ the one that is most appropriate and ensure that you attach the corresponding documentation.

- I only authorised one transaction for \$  on  /  / . It appears to be duplicated / or processed for the incorrect amount (please circle one). Please attach a copy of the sales receipt and any other applicable documentation.
- The merchant was authorised to deduct regular payments from my account, however I cancelled or attempted to cancel my authority on  /  / . Please attach a copy of your instructions to the merchant to cancel the authority. This may be a letter, fax or email.
- The merchandise was returned on the  /  /  or the services were cancelled on  /  /  (please circle one). A credit for the amount of \$  was due to be processed to my card/account on  /  / . Please attach a copy of the credit transaction receipt or request to cancel services.
- I paid for the goods or services by other means and my card or account was debited incorrectly. I used cash, cheque or another card. Please attach a copy of any document(s) or receipts that you may have to support this claim.
- I have not received the goods or services I have paid for. They were expected on  /  / . I contacted the merchant to try and resolve this matter. My last contact was on  /  / . Please attach a copy of the document(s) or receipts showing the expected service or delivery date.
- The goods or services I have paid for were damaged, defective or not as described. I returned the goods or cancelled the services on  /  / . I contacted the merchant to try and resolve this matter on  /  / . Please describe and provide evidence (e.g. invoice) of the damaged / defective / not as described goods or services. Please provide proof that the goods were returned / services cancelled or an attempt was made.
- I attempted to withdraw cash from an ATM and did not receive all or part of the cash (Please circle one). Please provide the amount that was not dispensed \$ . Amount Requested \$ . If available, please attach a copy of the ATM receipt.
- I do not recognise the transaction or merchant or do not remember making this purchase. Can ANZ please clarify?
- I have not authorised or participated in the transaction(s).

Please note that if the above transactions are identified as fraudulent, we may be required to stop your card and issue you with a new one.

**IMPORTANT:** Please ensure you complete page (2) of this form and attach copies of any documents or receipts you have to support your claim. This will help resolve your Dispute in a timely manner.



**4. SIGNATURE**

|                                       |                        |  |
|---------------------------------------|------------------------|--|
| Cardholder or Card Administrator Name | Signature              | Date   |
| <input type="text"/>                  | X <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> |

We will commence investigating your Dispute 5 business days from receiving the signed and completed form. ANZ will send you a letter acknowledging receipt of your form and outlining the next steps in the resolution process.

**What you need to know about Dispute resolution timeframes**

Resolution timeframes vary depending on the nature of the dispute, and how the transaction was processed. These timeframes are governed by Global Scheme rules (Visa), and the EFT Code of Conduct. Most disputes are resolved within 30-90 days. We will keep you informed of the progress of your dispute, and may contact you if further information is required. Should you wish to speak to us about your Dispute, please call **1800 032 481**.

**5. MORE DETAILS** *Please provide any additional information that may assist us resolve your Dispute.*

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**6. WHAT TO DO NEXT**

Please either fax or mail this form as per below details.

 **Fax:** 1800 283 515 ( Local )  
61 3 9538 5141 ( International )

 Card Disputes  
ANZ Cards  
Locked Bag 10  
Collins Street West  
Melbourne Vic 8007

You will receive an update from us in writing. Please allow 10 days from faxing or mailing this form. Should you wish to speak to us about your Dispute, or require more information about this process, please call **1800 032 481**.