

# Electronic Transaction Dispute Form

This form to be completed by the customer only



AdelaideBank

## CUSTOMER DETAILS

Name:  Telephone (work):   
Address:  (home):   
Suburb:  State:  Postcode:  (mobile):   
Customer number:    
Card number:  Expiry date:  /

## VISA DISPUTE

1. Date of transaction:  /  /  Merchant name:   
Transaction amount: \$

2. Date of transaction:  /  /  Merchant name:   
Transaction amount: \$

3. Date of transaction:  /  /  Merchant name:   
Transaction amount: \$

### Reason for dispute - please tick applicable box (✓):

Unauthorised transaction - please specify:

Transaction not recognised - please specify:

Duplicate transaction

Incorrect amount debited

(Refer overleaf for additional comments section)

## ATM / EFTPOS DISPUTE

### Please tick applicable box (✓):

EFTPOS  ADELAIDE BANK ATM  NON-ADELAIDE BANK ATM

1. Date of transaction:  /  /  Time:  <sup>am</sup>/<sub>pm</sub> Merchant name/ATM location:   
Transaction amount: \$  Funds received: \$

2. Date of transaction:  /  /  Time:  <sup>am</sup>/<sub>pm</sub> Merchant name/ATM location:   
Transaction amount: \$  Funds received: \$

3. Date of transaction:  /  /  Time:  <sup>am</sup>/<sub>pm</sub> Merchant name/ATM location:   
Transaction amount: \$  Funds received: \$

### Reason for dispute - please tick applicable box (✓):

Transaction corrupted/System error  Partial/No cash dispensed  Duplicate transaction  Unauthorised transaction

Transaction not recognised - please specify:

## BPAY / ANYPAY

### Please tick applicable box (✓):

BPAY  AnyPay

1. Date of transaction:  /  /  Time:  <sup>am</sup>/<sub>pm</sub> Transaction amount: \$

2. Date of transaction:  /  /  Time:  <sup>am</sup>/<sub>pm</sub> Transaction amount: \$

3. Date of transaction:  /  /  Time:  <sup>am</sup>/<sub>pm</sub> Transaction amount: \$

### Reason for dispute - please tick applicable box (✓):

System error/Duplicate transaction  Unauthorised transaction

### Visa disputes

When Adelaide Bank receives a copy of the Visa voucher from the merchant processing bank we will notify you immediately. Allow up to 30 days for this process. Should this transaction belong to the user a processing fee will be debited to your account. Please refer to your "Personal banking fees and charges" Product Guide for further information.

### ATM/EFTPOS disputes

Where a transaction was completed via an Adelaide Bank ATM, non-Adelaide Bank ATM or EFTPOS terminal the reply to this dispute could experience a delay of up to 21 days due to balancing and reporting requirements.

## ADDITIONAL COMMENTS


**I/We acknowledge having read the above conditions and agree to be bound by such conditions and declare that the above information is true and correct as stated in the attached Statutory Declaration. Please refer to guidelines.**

### CUSTOMER 1

Full name:

Signature:

Date:

### CUSTOMER 2

Full name:

Signature:

Date:

## GUIDELINES FOR STATUTORY DECLARATION

Including the following information will aid in the investigation of your dispute(s). Statutory Declarations may be obtained from newsagency outlets.

### For disputes involving a lost/stolen card or unauthorised PIN-generated transaction

Please include the following information:

- time and date of the loss/theft of the card
- the location of the loss/theft
- time the lost/stolen card was reported to Adelaide Bank
- if the police have been notified include time, place, and copy of police report
- if a record of the PIN was with the card (disguised or undisguised), outline the method used to record this
- details of persons PIN had been disclosed to
- details of the last valid transaction
- details of whether the card was signed or not
- any additional information that may be considered valuable such as circumstances surrounding the loss/theft or steps taken to ensure the security of the PIN

### All other disputes

Please outline, providing as much detail as possible, your reasons for disputing the transaction(s).

**Send all Adelaide Bank ATM disputes to:  
Accounting Department, Level 5, 169 Pirie Street, Adelaide SA 5000**

**All other disputes to:  
Payment Systems, Level 1, 169 Pirie Street, Adelaide SA 5000**