Great Southern Bank
A business name of Credit Union Australia Ltd
ABN 44 087 650 959 **AFSL** and Australian credit licence 238317
GPO Box 100, Brisbane QLD 4001 **P** 133 282 **W** greatsouthernbank.com.au

Card Dispute Form

USE THIS FORM TO: Dispute a transaction on your Great Southern Bank Visa Debt, eftpos Debit Card or Credit card. We recommend that you lodge your dispute and any supporting documentation as soon as possible. Delay in providing this information may affect our ability to successfully resolve your dispute. If your card was lost or stolen please contact us on **133 282** immediately.

1 CUSTOMER DETAILS

Customer number

Account number *(if applicable)*

Title

Surname

Given name(s)

Email address

Phone number

Residential address

☐ Great Southern Bank can send you notices and other communications using electronic communications including instructions on how to access the information. If you consent to Great Southern Bank sending these notices and other communications electronically, Great Southern Bank will not post you any notices or other communications, and you'll need to check your e-mails and mobile phone regularly. You can change your mind at any time by calling Great Southern Bank on 133 282.

Card number

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Note: *Please only include the first 6 and last 4 digits of your card.*

2 REASON FOR DISPUTE - *NOTE: IF YOU ARE THE VICTIM OF FRAUD PLEASE CALL 133 282.*

Reason for dispute	**Documents and actions which will assist us to process your dispute (we may contact you to request further information if required)**
☐ Duplicated/Incorrect transaction	1. Copy of your sales receipt
☐ Goods/Services not received	1. Copy of your sales receipt 2. Delivery information 3. Details of the merchant response to your contact
☐ Goods not as described	1. Copy of your sales receipt 2. Details of the merchant response to your contact
☐ Cancelled subscription/trial	1. Evidence of cancellation
☐ Payment made by other means	1. Copy of your sales receipt or other evidence of payment
☐ Unauthorised transaction/s ***Note:*** *Card is still in your possession*	1. Please add relevant details to Section 4 - More Information on this form. We may contact you to request further information if required.
☐ Unauthorised transaction/s - Card will be cancelled ***Note:*** *Lost/Stolen card*	1. Please add date and time the card was lost/stolen to Section 4 - More Information on this form. We may contact you to request further information if required.
☐ Credit/Refund not received	1. Evidence of merchant confirming refund (including details of original transaction)

3 TRANSACTION DETAILS

Date of transaction	Merchant / Beneficiary / Payee Name	Amount	And all associated fees (if applicable)
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4 MORE INFORMATION

Use this section to add any further information relevant to your dispute. If you need more space please attach additional sheets.

5 UNKNOWN TRANSACTION

Unsure what a transaction is? We suggest you take these steps:

- Enter the merchant name into an internet search engine - do you recognise the results
- Contact the merchant to find out about the transaction
- Compare your statement with your receipts. You might find a matching transaction
- Ask any other cardholders linked to the account whether they made the transaction

6 CUSTOMER DECLARATION

I declare that this claim and the information relating to this claim are true and correct. I am aware 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 Great Southern Bank's investigations. I consent to the information contained in this form, and any attachments, being disclosed to any relevant third party (including the merchant involved) for the purposes of Great Southern Bank's investigation of this matter.

Signature

Date

Digital signatures are not accepted

Once you have completed this form:

Email completed form to:
card.disputes@gsb.com.au

Drop it into a branch

What's next?

1. We will be in touch within 10 business days of receipt. Please be aware that we will communicate via email or SMS.
2. In most cases we will act on your behalf to request a return of funds from the merchant. We will be in touch if we have any further requirements.
3. We will be able to commence our investigation in a more timely manner if the form and all relevant supporting material is sent to us via email.

We're here to help

If you need assistance completing this form, call us on **133 282** or drop into your local branch.