

NOTIFICATION OF DISPUTED TRANSACTION(S)

I, (name of cardholder) _____ wish to dispute the following transaction(s):

Credit Card Number: _____

Billing Merchant's name: _____

Transaction amount(s): _____ Transaction date: _____

I dispute the above transaction(s) for the following reason (please tick the statement from the list below which best describes your enquiry):

- I did not authorise or initiate the above transaction(s).
- A credit (as agreed with the merchant) for the above transaction has not been processed to my account (I have attached a copy of the credit voucher).
- I only authorised *one* of the above transactions for the amount of \$ _____
The card has not left my possession.
- I did initiate the above transaction, but only for the amount of \$ _____
Copy of supporting documentation attached, e.g. sales voucher/receipt/rental agreement.
- I have not received the goods/services for the above transaction. I have attempted to resolve this directly with the merchant (Copies attached or details provided below).
Goods ordered on/...../..... were for delivery by/...../.....
- I made payment for the goods/services by means other than this credit card (e.g. cash, traveller's cheques). I have attached a copy of the appropriate receipt.
- My subscription was cancelled on/...../..... by letter/facsimile/email/telephone.
Copies attached or details provided below.

I confirm that any other remedies available for the resolution of this dispute are not currently being pursued.

Cardholder's signature: _____ Date: _____

Daytime contact telephone _____

If there is any further information that will assist us in resolving your enquiry, please note the details here and attach any supporting documentation.
