

# Transaction Dispute Form

Please complete your details and return to BOQ Specialist  
 GPO Box 2539, Sydney, NSW, 2001 or fax to 1300 131 400



Products and services are provided by BOQ Specialist - a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian credit licence No. 244616.

Please use **BLOCK LETTERS**

## CARDHOLDER CARD DETAILS

Card number

## 1. CARDHOLDER DETAILS

First name

Middle name

Surname

Street address

Suburb  State  Postcode

Home telephone number (  )

Work telephone number (  )

Mobile telephone number

## 2. DISPUTED TRANSACTION DETAILS

Date	Merchant	\$ Amount

## 3. DETAILS OF DISPUTE

Tick the appropriate box and detail any additional information in the area provided below:

- I do not recognise the transaction
- I did not authorise or participate in the transaction(s) (nor did the additional cardholder). I do have all card(s) in my possession
- I did not authorise or participate in the internet transaction(s) listed above (nor did the additional cardholder)
- I only authorised one transaction (apparent duplication)
- I did engage in the transaction(s) but did not receive the goods/services ordered (mail/telephone order)  
 Expected date of delivery was  /  /

6.  Transaction(s) incorrectly processed, I authorised only \$

7.  Credit note has not been processed or has been listed as a charge on my statement

8.  I have cancelled my arrangement for a periodic debit with the merchant on  /  /

9.  Other

The dispute types listed from 4. to 8. require you to contact the merchant to attempt to resolve the dispute.

I confirm I contacted the merchant on  /  /

The merchant's response to my enquiry was

## 4. ADDITIONAL INFORMATION

Please provide any additional information that may assist us to resolve your dispute

## 5. SIGNATURE

**Note:** should the transaction(s) in dispute be found to be legitimately authorised by yourself or any other authorised party, a voucher retrieval fee and/or disputed item fee may apply.

I confirm that neither I nor any additional cardholder:

- in any way authorised any transaction being disputed in this claim; or
- are aware that any amount disputed in this claim is in fact the correct charge

I acknowledge that BOQ Specialist - a division of Bank of Queensland Limited may refer false claims to the police for investigation.

I consent to BOQ Specialist - a division of Bank of Queensland Limited providing relevant third parties with copies of this form and supporting documents as part of the investigation and resolution of this dispute. I understand that this may include disclosure of my personal information contained in such documents.

**Primary cardholder's signature**

X Sign Here

Date  /  /

## 6. IMPORTANT INFORMATION FOR CARDHOLDER

Please attach any documentation available that may assist in our investigation such as:

- copy of voucher(s)
- copy of transaction receipt(s)
- copy of correspondence sent to and received from the merchant
- details of phone conversations

This will help resolve your dispute in a timely manner.

Please retain a copy of this form and original documentation.

More detailed information may be required from you at a later stage.

### **What we will do**

We will commence investigating your dispute on receipt of the signed and completed form.

### **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 the Visa Scheme rules and the ePayments code. It may be necessary to retrieve documentation/voucher(s) from the merchant and/or their bank. 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 1300 160 160.