

CUSTOMER TRANSACTION DISPUTE FORM



OPTIONS AVAILABLE TO LODGE A DISPUTE:

ANZ App: The quickest and easiest way to raise a dispute. Tap on the transaction, then tap "Something not right?" and scroll down to the bottom of the screen and follow the prompts.

Telephone: Contact ANZ on 13 13 14 (International Callers: +61 3 9683 9999)

Internet Banking: Select "Lodge a transaction dispute" from the Account Actions screen or SecureMail section.

PLEASE COMPLETE ALL SECTIONS BELOW AND RETURN VIA FAX/MAIL/EMAIL TO THE CONTACT DETAILS LISTED ON PAGE 2

ANZ Card Number:

Is this for an ANZ Single Use Card? Yes No

Billing Account Number:

or

BSB & Account /

Cardholder's Name

Preferred Contact No Email

1. 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"/>

(Please use the space provided on next page to add any additional transactions)

2. WHAT YOU NEED TO DO - PLEASE SELECT DISPUTE TYPE

Please tick ✓ the **ONE** that is most appropriate and ensure that you attach the supporting documentation.

- I authorised a transaction for \$ on
- It has been: duplicated processed for the incorrect amount (Please attach a copy of your receipt/invoice)
- 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 tick 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 using another payment method and my card or account was charged incorrectly.
- Please attach copy of receipt.
- 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 provide a detailed description of goods/services not received on page 2.
- 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.
- I made an ATM withdrawal of \$ but only received \$
- If available, please attach a copy of the ATM receipt.
- I do not recognise the description of the transaction, and would like further information.

I have not authorised or participated in the transaction.
ANZ **will** be required to stop your card and issue you with a new one as the transactions are **Unauthorised/Fraudulent**. (Please provide following details)

a) At the time of transaction(s), was the card Lost/Stolen In your Possession left at the ATM

b) If known, what was your last genuine transaction prior to the disputed transaction(s)?

3. ADDITIONAL DETAILS

4. YOUR SIGNATURE

Primary Cardholder's Signature
(required)

Date (DD/MM/YYYY)

What we will do

We aim to respond with an update within 35 calendar days, sometimes we'll need more information or need to contact others. At times we experience a high volume of cases and therefore the response time may take a little longer. We encourage you to keep your contact information up to date as we may need to contact you if we require clarifications with your dispute. ANZ will acknowledge receipt of your form and outline 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 is processed. These timeframes are governed by the Global Scheme Rules (Visa and MasterCard), and the ePayments Code. 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 203 177**.


5. WHAT TO DO NEXT

Please submit via email, fax or mail as per below details.

Print Form

 **Email:** onlinedt@anz.com

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

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

ANZ uses the information that you provide above to respond to your dispute. [ANZ's Privacy Policy](#) explains how ANZ handles personal information and explains how you may access and seek correction of the information ANZ holds about you or raise a concern about how ANZ has handled your information.

You can access ANZ's Privacy Policy online at: www.anz.com.au/privacy/centre/policy