

Disputed Transaction Advice



bcu is a division of Police & Nurses Limited ABN 69 087 651 876 AFSL 240701 Australian Credit Licence 240701
PO Box 1563, Coffs Harbour, NSW 2450
T 1300 228 228 | W bcu.com.au

MEMBER DETAILS

Member name

Member number

Account number

Card Number (only include the first 6 and last 4 digits)

Preferred contact number

Email Address

REASON FOR DISPUTE

Please check one of the following boxes

Unauthorised transaction / fraud - card remains in your possession

Unauthorised transaction / fraud - lost or stolen card

Date and time of loss / theft occurred

Date

Time

Date and time of reporting the loss / theft to bcu?

Date

Time

Unauthorised transaction / fraud - online bank account compromise

Duplicate transaction - Visa transaction was authorised once but has been debited to the account multiple times

Goods not received / misrepresentation by merchant

You will need to demonstrate you have contacted the merchant in the first instance to attempt to rectify the dispute directly

Description of goods purchased

Date of contact with merchant

Is a record of conversation or e-mail attached? Yes No*

**If no, this must be provided before bcu can start an investigation*

Subscription / free trial

Description of goods / product

Did you provide your card details for a free trial offer? Yes No

Was it clear you were signing up for a subscription? Yes No

Did you receive a product / service? Yes No

have you attempted to contact the merchant to cancel the charges? Yes* No

**If yes, please attach a record of conversation or e-mail*

DISPUTED TRANSACTION DETAILS (you may attach a copy of your statement with disputed transactions marked)

1. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>
5. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>
6. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>
7. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>
8. Transaction date	Amount	Merchant name
<input type="text"/>	<input type="text"/>	<input type="text"/>

ADDITIONAL SUPPORTING INFORMATION

Please provide any other information you feel may assist us in assessing your claim

POLICE

In certain circumstances you may be required to report the incident to the Police, however you will be advised if this is applicable to your claim. In the event that you are required to lodge a Police Report, bcu will require the Event or Police Reference Number. If you reside in NSW you can make a Police Report via the Police Assistance Line (PAL) on 131 444. The PAL is available 24 hours a day, 7 days a week.

ACKNOWLEDGEMENT (COMPLETE CHECK BOX TO CONFORM ACKNOWLEDGMENT)

- I confirm that all the information provided in this form is true and correct and I authorise the bank to investigate the transaction(s) in dispute and correct my/our account accordingly. I acknowledge that the matter may be referred to the police for further investigation.
- I acknowledge that the Visa card charge back request fee may be charged. The current fee amount is detailed in the Schedule of Access, Fees & Charges or by visiting www.bcu.com.au.
- I acknowledge and agree that personal information which may at any time be provided to the Bank in connection with my dispute may be used by the bank in investigating the dispute and may be disclosed by the Bank for that purpose to others (including the Bank's agents and any relevant authority in either case here or overseas).

Please return the completed and signed form by Secure Mail, mail or to a bcu Branch

FURTHER INFORMATION

If you choose to email a copy of any document to us, you do so at your own risk. As email is not a secure method of communication, there is a risk that your email could be viewed by others if it is intercepted or sent to an incorrect address. bcu assumes no responsibility for this. If you have concerns about emailing information to us, please return this form by other means.