Mistaken/Misdirected Payment Form



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

When disputing a transaction you should make every effort to complete and submit this form as soon as the transaction is completed so we can investigate appropriately. (Refer to Savings Accounts Account & Access Channels PDS, Visa Debit Card Terms and Conditions, and Visa Credit Card Conditions of Use for your account).

Member Name			
	oer		
Please list the	transactions to be investigated and	select from the below dispute or enquiry options:	
Date	Transaction Details	Amount (AUD) \$	
Date	Transaction Details	Amount (AUD) \$	
Date	Transaction Details	Amount (AUD) \$	
☐ I have mad Correct PAYID	ION ENQUIRY e an incorrect payment via iBank, to a		
	e an incorrect payment via iBank, to a		
	Account number Saved payee	Other	
Account Name		Account number:	
Correct paym			
		Account number:	
DIRECT DE	BIT ENQUIRY/DISPUTE		
_		s and wish to dispute. I have contacted the merchant to try to resolve.	
My last cor	ntact was on//		
(Prior to pro	ceeding with the dispute, bcu require a cop	of all correspondence with the merchant attempting to resolve the matter.)	
I authoris	ed the merchant to deduct regula	r payments from my account, however I cancelled the authority	
on/			
(bcu requir	·	nis matter. My last contact was on/ rchant to cancel the authority and all correspondence with the merchant	
MEMBER C	HEQUING DISPUTE		
☐ I did not au	uthorise cheque no fo	or \$ and wish to dispute the transaction.	
Police Rep	ort No	_	
(Prior to pro	oceeding with the dispute, bcu require a	igned letter of dispute).	
I authorise	d cheque no for \$	and this was processed for the incorrect amount of \$	
☐ Please ner	form a trace on cheque no	(fee applicable)	

AD	DITIONAL COMMENTS
ACI	(NOWLEDGEMENT (COMPLETE CHECK BOX TO CONFORM ACKNOWLEDGMENT)
t	confirm that all the information provided in this form is true and correct and I authorise the bank to investigate the ransaction(s) in dispute and correct my/our account accordingly. I acknowledge that the matter may be referred to he police for further investigation.
	acknowledge that the Visa card charge back request fee may be charged. The current fee amount is detailed in the fees and Charges or by visiting www.bcu.com.au.
r	acknowledge and agree that personal information which may at any time be provided to the Bank in connection with ny 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).

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.