



# Visa Dispute Form

Please type using **capitals only**. Fax to: **02 9391 8830** or mail to: **GPO Box 7013 Sydney NSW 2001**

**MEMBER DETAILS**

Member number:  Visa card number:

Name:

Address:

Suburb:  Postcode:

Home Ph:  Mobile:

Work:

**DISPUTE DETAILS (If disputing more than four transactions, please complete and attach another form)**

Date	Merchant	Amount
<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"/>

**REASON FOR DISPUTE (please tick)**

Transaction not recognised - more information required (A voucher may need to be requested).

Transaction not authorised by me/us. (Visa card must be reported as lost / stolen. Statutory Declaration explaining how Visa card was lost / stolen with disputed transactions listed must also be attached). We may ask you to report fraudulent transactions to the police before we can process your dispute.

Transaction processed more than once.

Original transaction amount has been altered (copies of original docket required).

Goods/services not received. (Please attach a letter indicating how and when goods / services were to be received).

Goods/services not as described. (Please attach a letter indicating how goods differ from description. Goods must be returned and 30 days elapsed from this date before disputing).

Credit not processed (Copies of credit receipts required).

Other (Please indicate reason for dispute).

**FEES**

If a voucher is requested and the transaction proves to be valid, a fee of \$25.00 will apply.  
 PLEASE NOTE: Transactions older than 120 days may not be recoverable from the merchant.

**MEMBER'S DECLARATION**

I have noted the fees section above and register my dispute with the transaction/s detailed.  
 I am aware that it may take 45 days before CUA has sufficient information to resolve my dispute.

Signature:  Date: