



Electronic Transaction Dispute

For any enquiries contact us on **1300 654 998** Mon to Fri 8am-8pm or Sat 9am-5pm (Melbourne time).
Mail to ME Bank, Card Disputes, Reply Paid 1345, Melbourne VIC 8060
Fax to (03) 9708 4740
Visit mebank.com.au

Section 1 - Your account details

Account type: MasterCard Transaction Account Savings Account Personal Loan Home Loan

Card number (if applicable)

Account number (not required for MasterCard disputes)

Section 2 - Account holder details

Title (Mr/Mrs/Miss/Ms/other)

Surname

Given name(s)

Residential address (P.O. Box addresses are not acceptable)

State

Postcode

Home phone

Work phone

Mobile

Section 3 - Last valid transaction details

Date Time Amount Location

Type of transaction:

EFTPOS

ATM

Phone Banking

Internet Banking

Bank@Post

MasterCard purchase

Section 4 - Disputed transaction details (if there are more than 3 transactions, please attach details)

Transaction 1

Date Time Amount

Merchant name

Location

Type of transaction:

EFTPOS

ATM

Phone Banking

Internet Banking

Bank@Post

MasterCard purchase

Transaction 2

Date Time Amount

Merchant name

Location

Type of transaction:

EFTPOS

ATM

Phone Banking

Internet Banking

Bank@Post

MasterCard purchase

Transaction 3

Date Time Amount

Merchant name

Location

Type of transaction:

EFTPOS

ATM

Phone Banking

Internet Banking

Bank@Post

MasterCard purchase

Have you authorised someone to use your card?

Yes ► please complete Section 5

No ► go to Section 6

Section 5 - Person who made the transaction (if different to Section 2)

Title (Mr/Mrs/Miss/Ms/other) Surname Given name(s)

Residential address (P.O. Box addresses are not acceptable)

State

Postcode

Home phone

Work phone

Mobile

Relationship to you (e.g. mother)

Section 6 - Reason for disputing transaction(s)

Please outline why you are disputing the transaction(s) described in Section 4:

- I did not authorise or participate in transaction(s) (*fraud - my card has been cancelled*)
- Transaction amount charged is incorrect (*copy of receipt enclosed*)
- Recurring transaction – I have cancelled the service with the merchant on (*please provide date of cancellation*)
- Goods or services not provided (*please provide full details below*)
- Other

Please outline the details of the dispute (*if insufficient space, please attach a letter*)

Section 7 - Lost/Stolen card, PIN and/or access code details (if applicable)

What was lost or stolen? Credit/Debit card PIN record Internet/Phone Banking access code

When was it lost or stolen? Time : am/pm

When and how did you become aware of the loss/theft?

When did you report the loss/theft to us? Time : am/pm

How did you report the loss/theft to us? (*e.g. by telephone*)

Where did the loss/theft take place? (*e.g. office, home, bus*)

How did the loss/theft occur? (*e.g. house break-in, stolen*)

Have you reported the loss/theft to the police or any other authority? No Yes ▶ Date Time : am/pm

If yes, method? (*e.g. by telephone*) Authority (*e.g. police*) Reference

Section 8 - Further information about your PIN/access code

Did you keep a record of your PIN/access code? No Yes

If yes, how was it recorded? Where was that record kept?

Is the record now missing? No Yes ▶ When did it go missing? Date Time : am/pm

Have you ever disclosed your PIN/access code to anyone? (*including family members*) No Yes

If yes, please provide their name, address, phone number and relationship to you

Section 9 - Declaration (please ensure you have completed all relevant sections - Sections 5 & 7 only if applicable)

1. I declare that the information in this form is true and complete and I authorise ME Bank to verify this information.
2. I declare that I neither made nor authorised the transaction(s) listed in Section 4.
3. I agree that my personal information may be used by ME Bank to investigate and resolve this dispute and may be disclosed to relevant third parties for this purpose.
4. I acknowledge that this matter may be referred to the police for further investigation.

Cardholder name

Signature

Date

Name of person who made the transaction (*if applicable*)

Signature

Date

For information about how ME Bank uses and deals with your personal information, please refer to our privacy policy at mebank.com.au