



# visa debit card card dispute

Dnister Ukrainian Credit Co-operative Ltd

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## member details

Member Name  Member Number

Last 4 digits of the Visa Debit Card  Expiration Date (mm/yyyy)  /

My details have not changed and are current

Cardholder Name

Address

## details of disputed transaction/s

date	reference number	merchant name	amount (AUD)
/ /			\$
/ /			\$
/ /			\$
/ /			\$

## type of disputed transaction (please tick appropriate)

I did not authorise the transaction/s nor did any other party to this account.

I did engage in the transaction but did not receive the goods/services ordered (mail/telephone order). I have contacted/attempted to contact the merchant without success.

I attempted an ATM transaction for  \$ but received the amount of  \$

The attached credit voucher for  \$ on  / / has not been credited to my account. I have contacted the merchant to resolve this matter.

I only authorised one of the transactions (apparent duplication). I have contacted/attempted to contact the merchant and have not obtained a refund.

I have cancelled the authority with the merchant but my account is still being charged. I enclose a copy of my letter of cancellation to the merchant and confirm the authority was cancelled on  / /

The amount of the transaction is different from my receipt. I have attached a copy of the receipt.

Other - Please provide details below:

## Additional comments

Please attach copy of voucher(s) and any other documentation available that may assist us in our investigation. Please specify the exact nature of the dispute and if contact has been made with the merchant involved.

## declaration

I authorise Dnister Ukrainian Credit Co-operative Ltd to attempt to resolve this matter on my behalf. Note: There are time frame restrictions in relation to the investigation of transactions. Transaction Disputes may take up to 120 days to be processed by all parties involved. A fee is payable for voucher retrieval (see Conditions of Use and Fees and Charges brochure). We may also require further documentation from you for this dispute.

Please forward the **completed and signed form to Dnister** by mail.

If you have any queries or require further assistance, please contact our Member Services team.

## account owner / signatory - please circle

Full name

Signature

Member no.  Dated

## account owner / signatory - please circle

Full name

Signature

Member no.  Dated

## Office use only

Processed by  Date  Verified by  Date