

**Primary Cardholder** 

## CUSTOMER INVESTIGATION REQUEST - CREDIT CARD TRANSACTIONS Post to: Credit Card Disputes, Transaction Services, GPO Box 40 SYDNEY NSW 2001

Customer Name							<u></u>	<b></b>			Ca Nu	ırd ımber																
File Reference																	·							-1		-		
													,															
Transact	tion Date	Merchant Name										Amount Reference																
			₩															+										
			<u></u>																									
I dispute the above mentioned transaction(s) for the following reason (Please tick one box only):																												
Unauthorised transaction – Transaction not authorised by Primary or Additional Cardholder. The card was in my possession at the time of the transaction. Note – The Credit Card will be cancelled and a replacement card will be issued (subject to replacementcard eligibility policy)																												
П	Duplicate billing – I was charged more than once for a single authorised transaction. I authorised \$on(date). I have notauthorised the other transaction/s. My card was in my possession at the time of the transaction.																											
	Non-receipt of Goods – Documentation Required: Goods were to be received onPlease enclose any supportingdocument.																											
	Refund/Credit not processed																											
	Credit transaction receipt issued but credit not processed to my account.																											
	Documentation Required: Please enclose credit transaction receipt or letter from merchant stating credit authorised.OR																											
	Goods returned to merchant but refund not processed.																											
	<u>Documentation Required:</u> Please enclose proof that merchant <i>received</i> the returned merchandise i.e. Registered Mail receipt or courierinvoice signed by the merchant upon receipt of the goods.																											
	Cancelled membership/subscription – Date Cancellation was made														y of													
	Note: Refund can only be requested if your account is debited 15 calendar days after cancellation date.																											
	ATM transaction not completed – Cash was not disbursed/ ATM only disbursed \$, but transaction amount has been billed tomy account.																											
Paid by other means – the transaction was charged to my account and was also paid by other means.																												
la:	<u>Documentation Required:</u> Please enclose proof of payment by other means i.e. cash receipt, cardholder copy of 'other' credit/chargecard transaction receipt.																											
	Incorrect Amount Charged – Amount charged is incorrect, the transaction amount should be \$  Documentation Required: Please enclose transaction receipt.																											
Services not rendered - Services for the transaction(s) were not rendered due to the inability/unwillingness of the merch												rchai	nt. I I	nave														
	attempted to resolve this dispute with the merchant and/or merchant's liquidator. Date services were to be provided																											
	Cancelled A										d and	d canc	elled	wit	hin c	and	cella	ion p	olio	су								
	Other – If y surrounding				not f	all int	to an	ny of	the ab	ove	cate	gories	, plea	ase a	attac	h a	deta	iled (	exp	lana	tion	of th	ecir	cum	stan	ces		
	e Suncorp E relevantsup									to i	nves	tigate	corr	ect	the t	ran	sact	ion(s	) in	dis	spute	e. <b>W</b> I	here	арр	olica	ble		
	· <b></b> -		(	Signa	ature)_				<u>(</u> D	ate)				<b>-</b> –						_(Si	gnatı	ure)_		,	/	/	(Date	e)

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the credit provider and issuer of Suncorp Clear Options Credit Cards. Suncorp-Metway Ltd ABN 66 010 831 722 ("Suncorp Bank") promotes and distributes Suncorp Clear Options Credit Cards on NAB's behalf under an agreement with NAB. NAB has acquired the business relating to this credit from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the credit cards. Suncorp Bank will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards (other than those relating to Suncorp Internet Banking and Suncorp Telephone Banking).

**Additional Cardholder**