

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

Title (Mr/Mrs/Miss/Ms/other) Given name(s) Family name
Residential address (P.O. Box addresses are not acceptable)
State Postcode
Mobile Home phone Work phone
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, card PIN/Mobile App PIN and/or access code details (if applicable)

What was lost or stolen? Credit/Debit card Record of your PIN Internet/phone banking Access Code Mobile phone
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) Incident reference

Section 8 - Further information about your PIN/Access Code

Did you keep a record of your card PIN/Mobile App 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** 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** 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** uses and deals with your personal information, please refer to our privacy policy at mebank.com.au