



visa debit card card dispute

Dnister Ukrainian Credit Co-operative Ltd

ABN 59 087 651 394 | AFSL / Australian Credit Licence 240673 | BSB 704 235

Head Office : 912 Mt Alexander Road, Essendon VIC 3040 | PO Box 569 Essendon North 3041 | P 1800 353 041

dnister.com.au | admin@dnister.com.au

member details

Member Name	<input type="text"/>	Member Number	<input type="text"/>
Last 4 digits of the Visa Debit Card	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Expiration Date (mm/yyyy)	<input type="text"/> / <input type="text"/>
My details have not changed and are current	<input type="checkbox"/>		
Cardholder Name	<input type="text"/>		
Address	<input type="text"/>		

details of disputed transaction/s

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

type of disputed transaction (please tick appropriate)

<input type="checkbox"/> I did not authorise the transaction/s nor did any other party to this account.	<input type="checkbox"/> I only authorised one of the transactions (apparent duplication). I have contacted/attempted to contact the merchant and have not obtained a refund.
<input type="checkbox"/> 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.	<input type="checkbox"/> 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 <input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="checkbox"/> I attempted an ATM transaction for <input type="text"/> \$ but received the amount of <input type="text"/> \$	<input type="checkbox"/> The amount of the transaction is different from my receipt. I have attached a copy of the receipt.
<input type="checkbox"/> The attached credit voucher for <input type="text"/> \$ on <input type="text"/> / <input type="text"/> / <input type="text"/> has not been credited to my account. I have contacted the merchant to resolve this matter.	<input type="checkbox"/> 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 60 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	<input type="text"/>
Signature	<input type="text"/>
Member no.	<input type="text"/>
Dated	<input type="text"/>

account owner / signatory - please circle

Full name	<input type="text"/>
Signature	<input type="text"/>
Member no.	<input type="text"/>
Dated	<input type="text"/>

Office use only

Processed by	<input type="text"/>	Date	<input type="text"/>	Verified by	<input type="text"/>	Date	<input type="text"/>
--------------	----------------------	------	----------------------	-------------	----------------------	------	----------------------