

## Customer Investigation Request – Card Transactions

**!** If you suspect your card has been used **fraudulently**, please call us immediately on **13 30 30**.

This form is for Visa debit, ATM and eftpos transaction disputes. Chargeback rights do not apply to transactions using the Visa Debit Card at eftpos terminals when you nominate to use the 'SAV' or 'CHQ' option. You should make every effort to complete and return this form as soon as possible after the disputed transaction so that we may reasonably ask for a chargeback where such rights exist.

### What you need to do:

1. All questions marked with an asterisk (\*) must be completed.
2. Provide copies of the required documentation as well as any additional documents that will support your claim.
3. Retain a copy of your completed form and the original documents and receipts of the disputed transactions.

Please print in CAPITAL LETTERS and place a cross  in any applicable boxes.

\* Denotes mandatory fields – if you do not complete these fields your request may be delayed.

### 1. Account holder details

Given name(s)*		Middle name(s)*	
<input type="text"/>		<input type="text"/>	
Surname*			
<input type="text"/>			
Daytime phone number*	Date of birth*	Email	
( ) <input type="text"/>	<input type="text"/>	<input type="text"/>	
Preferred method of contact* <input type="checkbox"/> Email <input type="checkbox"/> Phone			
Current residential address (must not be a PO Box)		Suburb	State
<input type="text"/>		<input type="text"/>	<input type="text"/>
Country of residence	If Other, please specify		
<input type="checkbox"/> Australia <input type="checkbox"/> Other	<input type="text"/>		
Card number*		Account number*	
<input type="text"/>		<input type="text"/>	

### 2. Transaction in dispute

Transaction date	Merchant name	Reference	Amount (AUD)
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

## 2. Transaction in dispute (continued)

Do you know the person responsible for the transaction?\*

- No — proceed to section 3  
 Yes — please provide their details below

Title	Given name(s)	Surname	Relationship to you (eg mother)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Residential address			State	Postcode
<input type="text"/>			<input type="text"/>	<input type="text"/>
Home phone	Work phone	Mobile number		
<input type="text"/>	<input type="text"/>	<input type="text"/>		

## 3. Lost/Stolen card, PIN and/or access code details

Has your card, PIN or access code been lost or stolen?\*  No — proceed to section 4  Yes

What has been lost or stolen?  Debit Card  PIN record  Internet/Phone banking access code

When did you notice it was missing or stolen?

<input type="text"/>	<input type="text"/>	<input type="checkbox"/> AM
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> PM

When did you report the loss/theft to AMP?

<input type="text"/>	<input type="text"/>	<input type="checkbox"/> AM
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> PM

When did you report this to the police?

<input type="text"/>	<input type="text"/>	<input type="checkbox"/> AM
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> PM

Police report number

Please outline where and how the loss/theft took place (eg left at work, house break-in, stolen wallet)

## 4. Reason for disputing transactions

Please select ONE that is most appropriate to the above transactions and ensure that you attach the corresponding documentation.\*

- Lost or Stolen card** – My card has been lost or stolen. Neither I nor any Additional Cardholder has authorised the transaction(s). My card has been cancelled.

If the card has not been cancelled, you must first call 13 30 30 to report your lost or stolen card.

- Unauthorised transaction** – The card was in my possession at the time of the transaction. Neither I nor any Additional Cardholder has authorised the transaction(s).

**NOTE that if the above transactions are identified as fraudulent, we may be required to cancel your card.**

- Unrecognisable transaction description** – I do not recognise this transaction and would like further information.

- Duplicate billing** – I was charged more than once for a single authorised transaction. I authorised \$   
on  (date). I was charged an additional \$  on  (date).

The card was in my possession at the time of the transaction.

Please attach a copy of the transaction receipt and any other applicable documentation.

- Incorrect amount charged** – The authorised transaction for \$  was charged incorrectly at \$

Please attach a copy of the transaction receipt and any other applicable documentation.

- Merchandise not received** – I did engage in the transaction(s) but have not received the goods. They were to be received on  (date). I have attempted to resolve this matter with the merchant. My last contact with them was on .

Please attach a copy of the document(s) or receipts showing the expected delivery date.



## 5. Privacy Collection Statement

### Privacy Collection Notice

We collect personal information from you and any subsequent account holders named in this form, which will be used to investigate suspected fraudulent activity on the account. If you do not wish to provide personal information via this form, you can alternatively contact our contact centre.

We are required or authorised to collect this personal information under various laws including those relating to taxation and Anti-Money Laundering and Counter-Terrorism Financing Laws.

We will only share your personal information:

- with other members of the AMP Group and external service providers that we need to deal with for the purposes described above
- as required by law or regulations with courts, tribunals or government agencies
- with persons or third parties authorised by you, or if required or permitted by law.

Some external service providers we need to deal with can be located or host information outside Australia. A list of countries where these providers may be located can be obtained via our Privacy Policy. We take all reasonable steps to ensure that any information shared with external service providers is secured to protect your information.

We may also disclose your name, residential address and/or date of birth to a credit reporting body (CRB) for the purposes of requesting the CRB to provide an assessment whether this personal information matches (in whole or in part) the personal information held by them. The CRB may prepare an assessment using this personal information, comparing this personal information with the personal information the CRB has on you and other individuals. The CRB may provide this assessment to us. If you don't consent to this, we may have to use other reasonable means of verifying your identity or decline to proceed.

### Marketing and other purposes

In addition to the purposes stated above we may use your personal information for marketing and research purposes. To opt out of receiving direct marketing from AMP Bank, to obtain further information about how AMP handles your personal information or to request access to the personal information AMP holds about you, call 13 30 30 or write to: AMP Bank, Locked Bag 5059, PARRAMATTA NSW 2124 or email [info@ampbanking.com.au](mailto:info@ampbanking.com.au).

Personal information is treated in accordance with the AMP Privacy Policy, which provides information about how to access or update your personal information or make a privacy-related complaint. You can view our Privacy Policy online at [amp.com.au/privacy](http://amp.com.au/privacy) or contact us on 13 30 30 for a copy.

## 6. Agreement and declaration

By signing below I declare, acknowledge and confirm that I:

1. Am not aware that any amount disputed in this claim is in fact the correct charge.
2. Consent to AMP providing relevant third parties with copies of this form and supporting documents as part of the activities required to investigate and resolve this dispute. I understand that this may include personal information contained in such documents.
3. Accept that the timeframe for AMP to process a dispute (where a chargeback right exists) can vary between 30 to 180 days depending on the type of disputed transaction and resulting from delays in retrieving documentation from the merchant and/or their bank.
4. Did not have my PIN/Security Code recorded on the access device (ie card/personal computer) nor was there any record of it on material kept with the access device, and that the PIN/Security Code has not been diverged to any other person by written, verbal or other means.
5. Understand that AMP may refer the matter to the police for further investigation.
6. Consent to us contacting you using the email address provided for any purpose relating to this enquiry.

I declare that the information provided in this form to be true and correct to the best of my knowledge.

## 7. Signature(s) of Cardholders

Primary Cardholder name\*

Signature\*

Date

Additional Cardholder name (if applicable)

Signature

Date

## Where to send this form

Please return your completed form along with the required documents via:

Email [ampbankpayments@amp.com.au](mailto:ampbankpayments@amp.com.au)

Post AMP Bank  
Card Transaction Disputes  
Locked Bag 5059  
PARRAMATTA NSW 2124

Fax 1300 555 503

Should you require more information about lodging a dispute, please visit [amp.com.au](https://amp.com.au), or call us on **13 30 30** (International callers: **61 2 8048 8249**).

## Next Steps

AMP will commence investigating your dispute within 3 business days from receiving the signed and completed form.

AMP will acknowledge receipt of your form and outline the next steps in the resolution process.

Resolution timeframes vary depending on the nature of the dispute, and how the transaction is processed. These timeframes are governed by the Global Scheme Rules and the ePayments Code.

We will keep you informed of the progress of your dispute and may contact you if further information is required. Should you wish to speak to us about your dispute, please call **13 30 30**.