

# visa transaction dispute form

Member Number \_\_\_\_\_

Cardholders Name \_\_\_\_\_

Card Number \_\_\_\_\_

I wish to dispute the following transaction(s) on my Visa card

Date	Merchant Name	Amount

**Please select only one option:**

- I authorised a transaction for \$ \_\_\_\_\_ on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . However, I did not authorise any other transactions.
- I do not recognise the transaction(s) listed above and have not received any goods and/or services.
- I attempted an ATM transaction for \$ \_\_\_\_\_ but received \$ \_\_\_\_\_ .
- I have not received any goods or services. They were expected on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . I have contacted the merchant to resolve the matter. I have attached a copy of documents showing the expected service or delivery date.
- Although I contacted the merchant on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ to cancel my recurring Visa transaction, the transaction is still being debited. Please describe in 'additional comments' below your contact with the merchant to resolve the matter since the transaction has been debited again, including date, the person you dealt with and the outcome.
- When I received the goods or services they were not as described when making the purchase. I returned the goods and services on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . I have contacted the merchant to resolve this matter. Please describe in 'additional comments' below why the goods were not as described.
- The goods I received were damaged. I contacted the merchant to resolve the issue. I returned the goods on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . Please describe in 'additional comments' below how the goods were damaged.
- The amount of the transaction is different from my receipt. I have attached my copy of the receipt.
- I paid for the transaction by other means. I have contacted the merchant. I have attached evidence that the transaction was paid by other means.
- A credit has not been processed for \$ \_\_\_\_\_ on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ . I have contacted the merchant to resolve this matter. A copy of the credit receipt is attached.
- Other - Please provide details below.

Additional Comments \_\_\_\_\_

Cardholder's Signature

Date

Return to

Fax number: 03 9813 0624 Email: [cards@victeach.com.au](mailto:cards@victeach.com.au)

**Please attach copies of any documents to support your claim. Lack of documentation may delay your dispute.**