

Westpac MasterCard® Gift Card: customer statement of disputed transaction

Please tick only one item below and print all information. Please use a new form to document each dispute and provide additional information on a separate, attached page. This information will be disclosed to an external company, Fidelity National Information Services who will be managing disputed transactions on our behalf. Please mail the completed form to:

Westpac MasterCard Gift Card
GPO Box 3433
Sydney NSW 2001

Name: _____ Card number: _____

Disputed transaction amount _____

Transaction date (DD/MM/YY): _____ Post date (DD/MM/YY): _____

Reference number: _____

Merchant name: _____

Transaction description: _____

- I certify that the charge listed on the account history was not made by me or a person authorised by me to use my card. I did not receive any goods or services from this transaction nor did any person authorised by me.
- Although I did engage in a transaction with the above merchant, I have no knowledge of the particular transaction noted above and it was not authorised by me or anyone representing me. My Gift Card was in my possession at the time of the above transaction.
- Although I did engage in the above transaction (complete ONE of the following statements and provide as much detail as possible to support your statement):
- a. The dollar amount of the sale was increased from \$_____ to \$_____. I am enclosing copy of my sales receipt, which reflects the correct dollar amount.
- b. I dispute \$_____, which is (please tick one)
- the entire charge shown on my statement, or
- a portion of the \$_____ charge shown on my transaction history. I have contacted the merchant, and a credit has been applied to my account. (Please provide details of the circumstances surrounding this transaction and your calculations used to derive the correct amount, if amount is less than the total billed to your account.)
- c. I have never received the merchandise. I expected to receive it during the week of (date DD/MM/YY) _____. I have since contacted the merchant and asked that a credit be applied to my Gift Card.

d. All or part of the shipped or delivered merchandise was defective or damaged when received. I returned the merchandise on (date DD/MM/YY) _____but have not received a credit for the amount of \$_____ I am enclosing a detailed statement describing the defects of the merchandise and am enclosing a copy of my proof of return list of the merchandise received, the items returned, and the cost of each item.

e. The above transaction is a duplication of an authorised transaction that took place on (posting date) _____.

f. The merchant was not able or willing to provide the (describe the requested merchandise/services)

I am enclosing a detailed explanation of the reason(s) why. I am also providing details of my attempts to resolve this matter with the merchant, including date(s) and the merchant's response(s).

- I received a credit receipt, but it was applied to my Gift Card as a charge. I am enclosing a copy of this credit receipt.
- I received a credit receipt, but it has not yet been applied to my Gift Card. I am enclosing a copy of this credit receipt.
- I guaranteed a hotel reservation for late arrival and subsequently cancelled it on (date) _____ at _____ (AM/PM). I was given the following cancellation number: _____.
- Other reason:

Cardholder signature: _____ Date: (DD/MM/YY):_____

Contact details: Work: _____ Mobile: _____ Home: _____