



Travel Money Disputed Transactions Request for Investigation

Important

By completing this form you are accepting that your Travel Money Card(s) will be **blocked permanently** where the disputed transaction(s) took place. If your secondary card is not impacted by the dispute(s), you may use this card to access your funds. If this is not the case, you should request a new/replacement set of Travel Money Card(s) **before** you lodge this dispute form or use another form of payment.

- Please keep a copy of this completed form and original documentation.
- The signed form must be sent by mail to the address indicated or emailed to **arbitration@cba.com.au**.
- If acknowledgement of your request is not received within 10 business days, please call Travel Money on **1300 660 700**.

To: **2067 Operations Processing Centre, Reconciliations and Disputes**
PO Box 492, Lidcombe NSW 1825
 Facsimile number: **(02) 8737 3623**

Section 1 – Cardholders details

Travel Money Card number - Primary Travel Money Card number - Backup Date

Title Mr Mrs Miss Ms Other

Initials Last name First name

I request the Bank to investigate this claim and declare that the details are true and correct to the best of my knowledge.

Cardholders signature Date

Section 2 – Reason for investigation

- I did not authorise the transaction(s) that appear on my card
- I only authorised one of the transactions that appear on my card (i.e. there is a duplication)
- I did engage in the transaction but did not receive the goods/services ordered (mail/telephone/internet). I have attempted to contact the merchant without success
- The attached credit voucher has not been credited to my card
- I used another method of payment for this transaction, not the above Travel Money card and I enclose my proof of payment
- Other (e.g. amount(s) incorrectly processed)

Details of disputed transactions as they appear in the transaction listing available at www.commbank.com.au/travelmoney

Date and Time	Amount	Merchant description/details
	\$	
	\$	
	\$	
	\$	
	\$	

Home address

State Postcode

Contact telephone numbers (include STD area code)

Home Business Mobile

Customer email

Section 3 – Details

Please attach copies of vouchers or transaction receipts and any other documentation that may assist us in our investigation. Please give details about the transaction(s) requiring investigation together with the name and address of any witnesses. Specify the exact nature of the dispute and if any contact has been made with the merchant involved and the outcome.

Please tick (✓) appropriate box

Was/were the cards signed? Yes No

Please provide details of the last valid transaction

Have you ever given your card to another person (e.g. partner, child, friend) to use? Yes No

Please provide name and address details

Have you given anyone your PIN at any time to make a transaction or ATM withdrawal on your behalf? Yes No

Please provide details

Do you keep a record of the PIN(s)? Yes No

How and where is the PIN recorded (do not provide PIN)?

Is/Are the PIN(s) disguised? Yes No

Have you ever selected your own PIN(s) at an ATM or by calling the Travel Money IVR? Yes No

Where is/are the Card(s) kept on a daily basis?

When you received the PIN(s) advice from the Bank, did you destroy the original? Yes No

If no record is kept, how do you ensure that you remember your PIN(s)?

Have you ever provided your PIN(s) and card number(s) in response to an email? Yes No

Please provide details

Do you suspect someone? Yes No

Please provide details of suspect, (full name, contact address and phone numbers)

Please provide suspect description/appearance

Please provide suspect relationship to yourself, date of birth and approximate age

Details of aliases

Section 3 – Details (continued)

Has the card ever been lost or stolen? Yes No

Lost/Stolen details:

Date and time of loss/theft

Where was the card(s) lost or stolen?

Please provide details of the loss/theft

Please provide date and time the loss/theft was reported to the Bank

Police details:

Have you reported the stolen card to the police? Yes No

Police station

Police officer name and contact number

Are there any other factors which you believe should be taken into account when the Bank considers whether you are liable or partially liable for disputed transactions? Include such circumstances as delay in notification, how the loss occurred or any other details you consider relevant.

Section 4 – Advice to Customer

The following information is provided for your guidance.

1. Ensure you have requested a stop on your card(s) if your card(s) or PIN(s) are stolen or your PIN has become known to another party.
2. If you require replacement cards, notify Travel Money on **1300 660 700**.
3. Your dispute will be settled in accordance with the terms and conditions outlined in the Travel Money Product Disclosure Statement (PDS).
4. Where we are required to do so, we normally re-credit your card within 10 days, although there may be a delay while our investigations are completed. Investigations usually take a maximum of 45 days from receipt of all information. However in exceptional circumstances we may advise you in writing if this time limit is to be exceeded.
5. This acknowledgement should be retained until the dispute has been resolved. Please contact Travel Money on 1300 660 700 should you have any queries relating to this dispute.