



**REASONS FOR QUERY**

Which of the following would best describe the reason for your query?

- I did not authorise the transaction/s, nor did any other party to this account.
- I do not recognise a merchant's name although i have completed a transaction for the same amount.
- I only authorised one of the transactions from the merchant (i.e. possible duplication).
- I did not receive the goods or services (ordered by mail or telephone) and have contacted/attempted to contact the merchant. (Please provide any proof of contact).
- I have cancelled the authority with the merchant but my account is still being charged.  
I confirm this authority was cancelled on  I enclose a copy of my letter of cancellation to the merchant.
- I do not recall the transaction and request to provide further details.
- I used another method of payment for this transaction, not the above card, and I enclose my proof of payment.
- I was short-paid when withdrawing at an ATM (Please provide details here).

Date	Time	Amount withdrawn	Amount received
		\$	\$
		\$	\$
		\$	\$

**IMPORTANT DETAILS OF THE SITUATION**

Before we can investigate your query, we need to know the details of the situation and what contact has been made with the merchant/s involved. (You should attach copies of voucher/s and any other documentation that may assist with our investigation.)

**AUTHORITY**

The facts provided by me are accurate to the best of my knowledge and I am not currently pursuing any other remedies for resolution.

Daytime contact number

Email address

Signature

Date