

## Notice of a disputed transaction

### PERSONAL

Where multiple transactions are being disputed please attach a statement for each disputed transaction with the transactions highlighted.

Date

I, (name of account holder)  wish to dispute the following transaction(s):

Customer ID  Transaction date

Merchant name  Merchant location

Transaction amount \$  Disputed amount \$

### TYPE OF CARDHOLDER DISPUTE (select one)

- I did not authorise or initiate this transaction.
- A credit (as agreed with the merchant) has not been processed.  
Return or cancellation date  Attach a copy of the Credit Voucher provided.
- I attempted to withdraw cash on  from an ATM at   
and did not receive all or part of the cash. Amount dispensed: \$  Amount requested: \$   
Attach a copy of the ATM receipt.
- I did initiate the transaction but only for the amount of \$   
Attach the supporting documentation provided (e.g. sales voucher, receipt, rental agreement).
- I have not received the goods or services and I have attempted to resolve this directly with the merchant.  
Goods ordered  Delivery expected   
Supporting document attached.
- The goods and services received were not as described or defective and I have attempted to resolve this directly with the merchant.  
Delivery date of the goods or services:  Supporting document attached.
- Recurring transaction/subscription cancelled prior to billing.  
Cancellation date:  Supporting document attached.

Please provide any further information that may assist us in resolving your inquiry:

### DECLARATION

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

Email this completed form to [transactiondispute@flexigroup.com.au](mailto:transactiondispute@flexigroup.com.au)