



# Travel Money Card Dispute Form



## Important:

By completing this form, you acknowledge that your Travel Money Card(s) will be **permanently blocked**. If you have a secondary card that is not impacted by a disputed transaction you may continue to access funds using this card. You should consider obtaining a replacement Travel Money Card(s) before you lodge this dispute, or use another form of payment.

### How to complete this form:

- Please keep a copy of this completed form and any supporting documentation.
- The signed form must be sent by email to [TravelMoneyCardDisputes@cba.com.au](mailto:TravelMoneyCardDisputes@cba.com.au) or posted to 2067 Operations Processing Centre Reconciliations and Disputes PO Box 492, Lidcombe NSW 1825
- If acknowledgement of your request is not received within 10 business days, please call Travel Money Card Team on **1300 660 700** within Australia (local call) or **(+61) 2 9999 3283** from overseas (reverse charges accepted).

### Section 1 – Customer details

Title      Mr      Mrs      Miss      Ms      Other

Surname  Full given name(s)

Home address

<input type="text"/>					
<input type="text"/>					
State				Postcode	

Home telephone number  Mobile number

Email address

### Section 2 – Card details (give details of the card that initiated the transaction)

Travel Money Card number – Primary  Travel Money Card number – Backup

### Section 3 – Select dispute type

Please tick (✓) appropriate box

ATM or Cash Withdrawal Dispute  **Go to Section 4**

Transaction Dispute  **Go to Section 5**

### Section 4 – ATM or Cash Withdrawal Dispute

An ATM or cash withdrawal transaction dispute will occur when all the following apply:

- The cardholder states they have made the transaction that requires investigation
- The cardholder did not receive all or some of the cash requested
- The account has been debited

Type of ATM (Please tick (✓) appropriate box)      CBA or      Other bank ATM

Date of transaction	Amount of withdrawal	Amount received	Amount missing	Time of transaction	Location/Details of ATM
<input type="text"/>	\$	\$	\$	<input type="text"/>	<input type="text"/>
<input type="text"/>	\$	\$	\$	<input type="text"/>	<input type="text"/>
<input type="text"/>	\$	\$	\$	<input type="text"/>	<input type="text"/>
<input type="text"/>	\$	\$	\$	<input type="text"/>	<input type="text"/>
<input type="text"/>	\$	\$	\$	<input type="text"/>	<input type="text"/>

**Make sure you have attached copies of your transaction receipts.**

#### Section 4 – ATM or Cash Withdrawal Dispute (continued)

For your dispute, provide as much detail about what happened with this transaction. If needed, you can include additional information and details in the body of your email or attach an extra sheet of paper.

▶ Go to Section 9

#### Section 5 – Transaction dispute details

Please list the transaction(s) you would like to dispute. If there's not enough room, you can include additional information in the body of your email or attach an extra sheet of paper.

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

▶ Go to Section 6 to select your dispute reason.

#### Section 6 – Dispute reason (select one only and include the relevant details)

I did not authorise the transaction(s) ▶ Go to Section 7

I did authorise the transaction but have not received the goods/service. I was promised the goods or service on (insert date). I have attached the receipt invoice that lists the delivery date to this dispute form.

I did authorise the transaction, but the goods/service were not as described or defective. I returned the goods/cancelled the service on (insert date). I have provided details on how the goods/service was not as described or defective in Section 8.

I was promised a refund of \$ on (insert date) which has not been processed. I have attached a copy of the receipt/invoice from the merchant, confirming a refund was promised.

I have been charged the incorrect amount. I should have been charged \$ but I was charged \$ . I have attached evidence to confirm the correct amount for this transaction.

I have cancelled a recurring payment arrangement on (insert date) but I am still being charged. I contacted the merchant via Calling Email Website In person. I have provided the date and contact details I used to contact the merchant to cancel the recurring payment in Section 8.

I paid the merchant using another payment method (insert what other payment method you used). I have provided evidence of how I paid for this transaction.

The transaction has duplicated in my account. I only authorised transaction(s), but was charged times.

▶ Go to Section 8

