



Travel Money ATM Shortpay Request for Investigation



Instructions

- 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 – Customer details

Title Mr Mrs Miss Ms Other

First name Last name

Home address

State Postcode

Home telephone number Business telephone number Mobile number

Customer email

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

Travel Money Card number - Primary Travel Money card number - Backup

Section 3 – Details of transaction(s) requiring investigation

Note:

- (a) A copy of the receipt(s) (if available) are to be attached.
- (b) A copy of the online transaction listing from **www.commbank.com.au/travelmoney** showing the transaction in dispute **MUST** be attached.
- (c) An ATM Shortpay only occurs when all of the following apply:
- The cardholder states that they made the transaction requiring 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 Other Bank ATM

Date of transaction	Amount of withdrawal	Amount received	Amount shortpaid	Time of transaction	Location/Details of ATM
	\$	\$	\$	\$	
	\$	\$	\$	\$	
	\$	\$	\$	\$	
	\$	\$	\$	\$	
	\$	\$	\$	\$	

Section 4 – To be completed by customer in their own words

(please print clearly if insufficient space attach a piece of paper with your additional information)

Give details about the problem (attach copies of any transaction receipts, give name and addresses of any witnesses)

I request the Bank to investigate this claim and declare that the details are true and correct to the best of my knowledge. I am aware that the Bank may provide information to the police to assist in their investigation and resolution of the dispute.

Customer's signature Time Date