

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 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

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
	\$	\$	\$		
	\$	\$	\$		
	\$	\$	\$		
	\$	\$	\$		
	\$	\$	\$		

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

Section 7 – I did not authorise the transaction(s) that appear on my card

Have you allowed anyone else to use your card? Yes No

Have you had previous dealings with this merchant?

Please check carefully, as your answer helps us investigate your dispute Yes No

Is your card lost or stolen? Yes No

Have you filed a police report? Yes No

If yes – please provide the police report number here .

What was your last authorised transaction? Please provide date, merchant name and transaction value.

To prevent any further unauthorised transactions happening on this card, we will have to place a stop on your card.

Do you consent to us stopping your card? Yes No

Your Travel Money Card(s) will remain active until your dispute is submitted. To protect yourself from more unauthorised transactions, lock your card using CommBank App or NetBank.

▶ Go to Section 9

Section 8 – I did authorise the transaction(s)

To ensure we process your dispute in a timely manner, please provide as much details regarding the transaction(s) you're disputing, including evidence that you have made attempts to resolve this matter with the merchant.

Attach supporting documents, including circumstances around the transaction and any receipts, invoices, work order or contract.

We may contact you for further information if supporting documents are not attached to the dispute form, which may impact the outcome of the dispute.

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 9 – Customer declaration

In the event we contact the merchant and they disagree with your claim, we'll need to write a letter to their bank on your behalf with your signature supporting the claim.

To do this, we'll attach a copy of your signature that we have on file.

If the claim is unsuccessful any amount refunded to you may be reversed from your account.

Do you agree to us acting on your behalf? Yes No

Are you happy to receive email updates about your dispute? Yes No

Before we email you any personal information, we need to advise you that any content sent via email may not be secure. If you are happy for us to send email updates for this dispute, we will use the email captured in Section 1.

Customer's signature

Date (DD/MM/YYYY)

X

Bank use only

Was this form completed on behalf of the customer? Yes No

Staff full name and Staff number

Date (DD/MM/YYYY)