



# Travel Money Disputed Transactions Request for Investigation



- Please keep a copy of this completed form and original documentation.
- The signed form must be sent or faxed to the address indicated.
- 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 - Cardholders details

Travel Money Card number - Primary  Travel Money Card number - Backup  Date  /  /

Title  Mr  Mrs  Miss  Ms  Other

Initials  Last name  First name

I request the Bank to investigate this claim and declare that the details are true and correct to the best of my knowledge.

Cardholders signature  Date  /  /

## Section 2 - Reason for investigation

- I did not authorise the transaction(s) that appear on my card
- I only authorised one of the transaction(s) that appear on my card (i.e. there is a duplication)
- I did engage in the transaction but did not receive the goods/services ordered (mail/telephone/internet). I have attempted to contact the merchant without success
- The attached credit voucher has not been credited to my card
- I used another method of payment for this transaction, not the above Travel Money card and I enclose my proof of payment
- Other (e.g. amount(s) incorrectly processed)

Details of disputed transactions as they appear in the transaction listing available at [www.commbank.com.au/travelmoney](http://www.commbank.com.au/travelmoney)

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

Home address

State  Postcode

Contact telephone numbers (include STD area code)

Home  Business  Mobile

### Section 3 - Details

Please attach copies of vouchers or transaction receipts and any other documentation that may assist us in our investigation. Please give details about the transaction(s) requiring investigation together with the name and address of any witnesses. Specify the exact nature of the dispute and if any contact has been made with the merchant involved and the outcome.


**Please tick (✓) appropriate box**

Was/were the cards signed?  Yes  No

Please provide details of the last valid transaction


Have you ever given your card to another person (e.g. partner, child, friend) to use?  Yes  No

Please provide name and address details


Have you given anyone your PIN at any time to make a transaction or ATM withdrawal on your behalf?  Yes  No

Please provide details


Do you keep a record of the PIN(s)?  Yes  No

How and where is the PIN recorded (do not provide PIN)?


Is/Are the PIN(s) disguised?  Yes  No

Have you ever selected your own PIN(s) at an ATM or by calling the Travel Money IVR?  Yes  No

Where is/are the Card(s) kept on a daily basis?


When you received the PIN(s) advice from the Bank, did you destroy the original?  Yes  No

If no record is kept, how do you ensure that you remember your PIN(s)?


Have you ever provided your PIN(s) and card number(s) in response to an email?  Yes  No

Please provide details


Do you suspect someone?  Yes  No

Please provide details of suspect, (full name, contact address and phone numbers)


Please provide suspect description/appearance


Please provide suspect relationship to yourself, date of birth and approximate age


Details of aliases

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**Section 3 - Details** (continued)

Has the card ever been lost or stolen?  Yes  No

**Lost/Stolen details:**

Date and time of loss/theft

Where was the card(s) lost or stolen?

Please provide details of the loss/theft

  

Please provide date and time the loss/theft was reported to the Bank

**Police details:**

Have you reported the stolen card to the police?  Yes  No

Police station

Police officer name and contact number

Are there any other factors which you believe should be taken into account when the Bank considers whether you are liable or partially liable for disputed transactions? Include such circumstances as delay in notification, how the loss occurred or any other details you consider relevant.

  
  
  
  

**Section 4 - Advice to Customer**

**The following information is provided for your guidance.**

1. Ensure you have requested a stop on your card(s) if your card(s) or PIN(s) are stolen or your PIN has become known to another party.
2. If you require replacement cards, notify Travel Money on **1300 660 700**.
3. Your dispute will be settled in accordance with the terms and conditions outlined in the Travel Money Product Disclosure Statement (PDS).
4. Where we are required to do so, we normally re-credit your card within 10 days, although there may be a delay while our investigations are completed. Investigations usually take a maximum of 45 days from receipt of all information. However in exceptional circumstances we may advise you in writing if this time limit is to be exceeded.
5. This acknowledgement should be retained until the dispute has been resolved. Please contact Travel Money on 1300 660 700 should you have any queries relating to this dispute.