

# Cards Dispute Notification Form

Send your completed form to:

Eftpos/Debit MasterCard: info@sbsbank.co.nz

Credit Card: cc.info@sbsbank.co.nz or SBS Visa Card Team, PO Box 1204, Invercargill 9840

## Your details

First name

Last name

Last four digits of your card number

Card type: ☐ SBS Visa Credit Card ☐ Debit Mastercard ☐ EFTPOS Card

Customer number

Account number

Mobile number

Email

## Dispute notification

Merchant name

Transaction date

Amount \$

### Why are you disputing this transaction?

1. ☐ I don't recognise this transaction, please verify the merchant's name and location.
2. ☐ I authorised payment for goods/services  description of goods/services  
which I should have received on         but I haven't received these.
3. ☐ I gave authority to the merchant to debit my card, but I cancelled that authority on
4. ☐ I authorised a payment of \$  but the amount charged to my card is \$ .
5. ☐ I didn't authorise the merchant to charge for any goods/services to this credit card.
6. ☐ I received a credit of \$  on         but this credit hasn't been processed to my credit card.
7. ☐ I withdrew \$  cash from a  enter Bank's name ATM located at  enter the ATM'S location/street address  
but I recieved \$  cash from the machine.  
(This option is only applicable for a Credit Card. If the dispute is related to your Debit or EFTPOS card, please call us on 0800 727 2265 for an ATM Claim form)
8. ☐ Other

Please provide us with more detail about the dispute you are notifying us of and if applicable, how you have tried to resolve this matter with the merchant. Please attach supporting documents. If you have multiple transactions to disputes, please add details of those transactions with the reason clearly marked. Example: "Dispute 2 (dispute type 7) add comments.

Police report/file number (if applicable):

## What you need to know

- 1 As part of our investigations, we may get in touch and ask you to provide us with more information about your Dispute Notification.
- 2 A Dispute Fee may be charged to your account. Please see our current Fees and Charges.
- 3 You'll need to tell us immediately if you want to withdraw your Dispute Notification. A Dispute Fee may still be charged to your account even if you withdraw your Dispute Notification. Please see our current Fees and Charges.
- 4 You may be asked to contact the merchant.

Your signature

Date