

Please complete this form if you wish to query a transaction on your account.

**Member Details**

Member Number Account Number

Title Given Name(s) Other Name(s) Home Phone

Surname Work Phone

Residential Address Mobile

Suburb State Post Code Email

**Transaction Type**

External transfer Periodic payment Direct debit  
BPAY® payment Direct credit NPP/Pay ID transfer  
Internal transfer (between Australian Military Bank accounts)

Did the funds go to the wrong account? Yes No If yes, please provide intended account details:

Account Name BSB Account Number

**Online Banking Details**

Have your Online Banking logon details been recorded anywhere?

No Yes - where is it recorded?

Have your Online Banking logon details been disclosed to a third party? (e.g. family member or friend)?

No Yes

Which of the following best describes how you access your Online Banking?

Home computer Public computer Internet cafe Mobile phone

**Security Software**

What type of Antivirus/internet security software is used on your computer at home?

Norton Trend  
Kaspersky Other (please specify)

## Transaction Details

Complete the details of the transaction/s here:

Date	Payment description (as shown on statement)	Amount
		\$
		\$
		\$
		\$
		\$
		\$
		\$

## Reasons For Query

Which of the following would best describe the reason for your query? (tick one only)

I did not authorise the payment/s, nor did any other party to this account. I enclose a completed Statutory Declaration form and details of the police report including the date I made the report and the Police contact details.

I do not recognise a payment reference/description on my account, although I have completed a transaction for the same amount.

I only authorised one of the transactions (i.e. possible duplication).

Transfer made to incorrect account number and/or BSB.

I have cancelled the authority with the merchant but my account is still being charged. I confirm the authority was cancelled on . I enclose a copy of my letter of cancellation to the merchant.

I do not recall the transaction/s and request Australian Military Bank to provide further details.

BPAY payment made to incorrect BPAY Biller code/CRN.

BPAY payment not received by Biller.

## Important Details Of The Situation

Before we can investigate your query, we need to know the details of the situation and what contact has been made with the merchant/s involved. (You should attach copies of voucher/s and any other documentation that may assist with our investigation).

You must complete this section.

## Declaration and Signature

I acknowledge that this request has applicable fees and charges\* which I agree to be debited from my account.

Name

Signature

Date

### Please note the following:

- ▶ Upon receipt of all requested information, your dispute should be resolved within 90 days. If this time frame is exceeded, we will advise you in writing.
- ▶ We will make a determination of liability for the disputed transaction and will advise you in writing of the outcome of the investigation.
- ▶ If you subsequently recognise the transaction/s and no longer wish for us to investigate please contact us on 1300 13 23 28.
- ▶ The resolution of your dispute will be in accordance with the ePayments Code, Visa International Operation Regulations and the Terms and Conditions of your account.

### How to submit completed form:

**Email:** [disputes@australianmilitarybank.com.au](mailto:disputes@australianmilitarybank.com.au) | **Post:** PO Box H151, Australia Square NSW 1215  
**Visit:** your local branch