

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

MEMBER DETAILS

Member Number	Surname	Given Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential Address	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Home Phone	Business Phone	Mobile
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	Account Number	
<input type="text"/>	<input type="text"/>	

TRANSACTION TYPE

<input type="checkbox"/> External transfer	<input type="checkbox"/> Periodical payment	<input type="checkbox"/> NPP/Pay ID transfer
<input type="checkbox"/> BPAY® payment	<input type="checkbox"/> Direct credit	
<input type="checkbox"/> Internal transfer (between Australian Military Bank accounts)	<input type="checkbox"/> Direct debit	
Did the funds go to the wrong account? <input type="text"/>	If yes, please provide intended account details:	
Account Name <input type="text"/>	BSB <input type="text"/>	Account Number <input type="text"/>

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
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$
/ /		\$

QUERY DETAILS

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, the reason why the transaction is required to be investigated, and your actions taken prior to submitting this form.

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.

Print Name

Signature

Please note the following:

- Upon receipt of all requested information, your dispute should be resolved within 45 days. If this time frame is exceeded, Australian Military Bank will advise you in writing.
- Australian Military Bank 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 Australian Military Bank to investigate, please call us on 1300 13 23 28.
- The resolution of your dispute will be in accordance with the ePayments Code and the Terms and Conditions of your account.

* Refer to Schedule of Fees and Charges brochure.
© Registered to BPAY Pty Ltd ABN 69 079 137 518