

Transaction Enquiry/Dispute



Police & Nurses Limited ABN 69 087 651 876 AFSL 240701 Australian Credit Licence 240701
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If you are disputing a transaction you should make every effort to complete and submit this form as quickly as possible from the date of the statement of account which details the disputed transaction so that we may reasonably endeavour to seek a chargeback where such right exists. (refer to Savings Accounts & Account Access Channels PDS and Visa Debit Card and Credit Card Terms and Conditions for your account.)

MEMBER DETAILS

Name _____ Member number _____
Card number _____ Account number _____
Postal address _____
Other persons authorised to operate on the account _____

TYPE OF TRANSACTION TO BE INVESTIGATED (ATM or Eftpos)

Access method: ATM EFTPOS
Date: _____ Time: _____ Amount \$ _____
Amount requested \$ _____ Amount received \$ _____
Type and location of electronic equipment used _____
Details of last valid transaction _____

TYPE OF TRANSACTION TO BE INVESTIGATED (Transfer, BPAY, Direct Debit or Cheques)

Transfer dispute trace Direct Debit
BPAY dispute trace Cheque
Amount of disputed transaction \$ _____

ADDITIONAL INFORMATION

Details of the dispute _____

1. Was the card/phone lost/stolen _____ Date _____ Time _____ Place _____
2. Loss reported to police _____ Date _____ Report no. _____
3. Was the pin/password recorded yes no If yes, where _____
4. Has the pin/password been disclosed to anyone? yes no If yes, to whom _____

I/We authorise the bank to investigate the transaction(s) in dispute and correct my/our account accordingly. I acknowledge that a manual trace fee may be charged upon investigation of the transactions(s). The current fee amount is detailed in the Schedule of Access, Fees & Charges or by visiting pnbank.com.au

I /We acknowledge that the matter may be referred to the police for further investigation

I/We acknowledge and agree that personal information which may at any time be provided to the Bank in connection with my dispute may be used by the bank in investigating the dispute and may be disclosed by the Bank for that purpose to others (including the Bank's agents and any relevant authority in either case here or overseas).

Signature 1

Name _____

Date _____

Signature 2

Name _____

Date _____

OFFICE USE ONLY

Officer _____ Operator no. _____ Signature _____ Date _____

Forward to Operations Support