

Transaction Enquiry/Dispute Form



Police & Nurses Limited ABN 69 087 651 876 AFSL 240701 Australian Credit Licence 240701
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When disputing a transaction you should make every effort to complete and submit this form as soon as the transaction is completed so we can investigate appropriately. (Refer to Savings Accounts Account & Access Channels PDS, Visa Debit Card Terms and Conditions, and Visa Credit Card Conditions of Use for your account).

PLEASE COMPLETE BELOW AND RETURN VIA MAIL, SECURE EMAIL OR TO A P&N BRANCH

Member Name _____ Member number _____
Contact Number _____ Email _____

Please list the transactions to be investigated and select from the below dispute or enquiry options:

Date _____ Transaction Details _____ Amount (AUD) \$ _____
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TRANSACTION ENQUIRY

- I did not authorise the Internet Banking Transaction and wish to dispute.
- Please trace the transaction and provide additional information.
- Please trace and recall the transaction.
- The above transaction was credited to my account incorrectly, please debit my account for the transaction.
- Please investigate the above BPay Transaction. The intended Biller details are:

BILLER _____ BILLER CODE _____ CRN _____

Reason for enquiry:

- Overpayment/Duplicate payment
- Paid wrong Biller
- Paid wrong Account
- Did not authorise

DIRECT DEBIT ENQUIRY/DISPUTE

- I did not authorise the direct debit transaction/s and wish to dispute. I have contacted the merchant to try to resolve. My last contact was on ___/___/_____.
(Prior to proceeding with the dispute, P&N Bank require a copy of all correspondence with the merchant attempting to resolve the matter.)
- I authorised the merchant to deduct regular payments from my account, however I cancelled the authority on ___/___/_____.
I have contacted the merchant to try and resolve this matter. My last contact was on ___/___/_____.
(P&N Bank require a copy of your instructions to the merchant to cancel the authority and all correspondence with the merchant attempting to resolve the matter.)

MEMBER CHEQUING DISPUTE

- I did not authorise cheque no _____ for \$ _____ and wish to dispute the transaction.
Police Report No. _____
(Prior to proceeding with the dispute, P&N Bank require a signed letter of dispute).
- I authorised cheque no _____ for \$ _____ and this was processed for the incorrect amount of \$ _____.
- Please perform a trace on cheque no _____. (fee applicable)

If you choose to email a copy of any document to us, you do so at your own risk. As email is not a secure method of communication, there is a risk that your email could be viewed by others if it is intercepted or sent to an incorrect address. P&N Bank assumes no responsibility for this. If you have concerns about emailing information to us, please return this form by other means. I confirm that all the information provided in this form is true and correct and I authorise the bank to investigate the transaction(s) in dispute and correct my/our account accordingly. I acknowledge that the matter may be referred to the police for further investigation. I acknowledge that the Manual Trace fee may be charged. The current fee amount is detailed in the Schedule of Access, Fees & Charges or by visiting pnbank.com.au. I 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).

Member's signature

Name _____ Date _____