

Visa Card Transaction Dispute / Lost or Stolen Card Notification

Please fax completed form to the Rural Bank Customer Service Team on 08 8121 0106 or scan and email to bssdeposits@ruralbank.com.au.

Cardholder name _____ Account number or customer/ledger _____
Date _____ Card number _____
Police report attached? Yes* No *Police report number _____

Notification options

- Visa card transaction dispute Card retained by ATM
 Lost or stolen card notification - Please contact 1800 035 383 (after hours) immediately to have your card cancelled then complete this form

Visa card transaction dispute details

Please note: A fee may apply for disputes, which require a voucher search. Refer to the current *Schedule of Fees and Charges* for further information. If the voucher search reveals a Rural Bank error, this fee will be waived.

Amount _____ Merchant name _____
Transaction date _____ Merchant address _____
Transaction time _____ : _____ am pm Suburb _____
State _____ Postcode _____

Reason for transaction dispute (to be completed by the cardholder - attach a separate page if more space is required)

Lost or stolen card details

Lost or stolen card details - Please contact 1800 035 383 (after hours) immediately to have your card cancelled then complete this form

Reissue of card required? Yes^ No ^ A fee may apply where a police report or number is not provided

Details of person reporting theft / loss

Name _____
Address _____
Suburb _____
State _____ Postcode _____

Merchant / ATM where card was last used

Merchant name _____
Merchant address _____
Suburb _____
State _____ Postcode _____

Was the PIN with the card? Yes No Date lost / stolen _____
Was the PIN disclosed to another person? Yes No Time lost / stolen _____ : _____ am pm
Was the card signed? Yes No Amount of last withdrawal _____

If stolen - date, location and number of police report: Date _____ Location _____ Number _____

Description of how loss / theft occurred (to be completed by the cardholder - attach a separate page if more space is required)

Customer Authority

I / We confirm that the details on this notification are true and correct. I / We authorise Rural Bank to cancel the above card.

Signature 1 _____ Signature 2 _____
Name _____ Name _____



Rural Bank Limited | ABN 74 083 938 416 | AFSL 238042
PO Box 3660 | Rundle Mall | South Australia | 5000 | Phone: 1300 660 115 | Fax: 08 8121 0106
service@ruralbank.com.au | www.ruralbank.com.au

Visa Card Transaction Dispute / Lost or Stolen Card Notification (cont)

Customer verification (Bank Use Only)

I declare that I have:

1. Received this request via: Email Fax Phone In person

2. Confirmed the number of signatories required to authorise this request.

3. Confirmed that the correct signatories have authorised this request.

If unable to perform the above checks, please contact the Rural Bank Customer Service Team on 1300 660 566.

4. **For signed requests only** – verified that the signatures are correct.

Signature (Staff)		Name												
		Date					Branch							



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