

# 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](mailto:bssdeposits@ruralbank.com.au).

Cardholder name	_____	Account number or customer/ledger	_____
Date	_____	Card number	_____
Police report attached?	<input type="checkbox"/> Yes* <input type="checkbox"/> 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	: _____ <input type="checkbox"/> am <input type="checkbox"/> 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 - 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

### Merchant / ATM where card was last used

Name	_____	Merchant name	_____
Address	_____	Merchant address	_____
Suburb	_____	Suburb	_____
State	_____	State	_____
Postcode	_____	Postcode	_____
Was the PIN with the card?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date lost / stolen	_____
Was the PIN disclosed to another person?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Time lost / stolen	: _____ <input type="checkbox"/> am <input type="checkbox"/> pm
Was the card signed?	<input type="checkbox"/> Yes <input type="checkbox"/> 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	_____



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## 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 660 115.*

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

Signature (Staff)		Name												
		Date					Branch							

