

# Dispute Form



Date of Dispute / /

## Customer Details

**If joint borrowers; please indicate who will be the main contact regarding this complaint.**

Borrower Name(s) Main Contact: ☐ Yes ☐ No

Borrower Name(s) Main Contact: ☐ Yes ☐ No

Loan Account Number(s)	1.	2.
	3.	4.

Mobile No. \_\_\_\_\_ Work No. \_\_\_\_\_

Email Address

Mailing Address	State	Postcode
-----------------	-------	----------

We proposed to respond to you via your email address, if you prefer another method of communication please indicate.

Customer requested for a refund directly from the merchant? ☐ Yes ☐ No

## Details of Disputed Transaction (Transaction Date, Transaction Description, Transaction Amount)

Please summarise the matter detailing the sequence of events leading up to this dispute. To assist us in our enquires to resolve this, we may ask you to provide supporting documentation. **Please indicate on the form if you are attaching further information.**

---

---

---

Desired Resolution/Outcome: (please indicate the outcome you are seeking)

---

---

Last 4 digits of the Disputed Card:     Is the debit card in: ☐ Possession ☐ Stolen ☐ Lost

Documents supplied:

Customer Signature: \_\_\_\_\_

If you're unhappy with our final response, you may ask us to review your dispute or you can refer your dispute to the Australian Financial Complaints Authority (AFCA). You may contact AFCA at:

Australian Financial Complaints Authority

Mail: GPO Box 3  
Melbourne, VIC, 3001, Australia

Phone: 1800 931 678

Phone: 1800 781 979  
Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [www.afca.org.au](http://www.afca.org.au)