

Please complete this form if you wish to query a transaction on your account.

Member Details

Member Number			Account Number
Title	Given Name(s)	Other Name(s)	Home Phone
Surname			Work Phone
Residential Address			Mobile
Suburb	State	Post Code	Email

Transaction Type

External transfer	Periodic payment	Direct debit
BPAY® payment	Direct credit	NPP/Pay ID transfer
Internal transfer (between Australian Military Bank accounts)		
Did the funds go to the wrong account?	Yes No	If yes, please provide intended account details:
Account Name	BSB	Account Number

Online Banking Details

Have your Online Banking logon details been recorded anywhere?

No Yes - where is it recorded?

Have your Online Banking logon details been disclosed to a third party? (e.g. family member or friend)?

No Yes

Which of the following best describes how you access your Online Banking?

Home computer Public computer Internet cafe Mobile phone

Security Software

What type of Antivirus/internet security software is used on your computer at home?

Norton Trend

Kaspersky Other (please specify)

Transaction Details

Complete the details of the transaction/s here:

Date	Payment description (as shown on statement)	Amount
		\$
		\$
		\$
		\$
		\$
		\$
		\$

Reasons For Query

Which of the following would best describe the reason for your query? (tick one only)

I did not authorise the payment/s, nor did any other party to this account. I enclose a completed Statutory Declaration form and details of the police report including the date I made the report and the Police contact details.

I do not recognise a payment reference/description on my account, although I have completed a transaction for the same amount.

I only authorised one of the transactions (i.e. possible duplication).

Transfer made to incorrect account number and/or BSB.

I have cancelled the authority with the merchant but my account is still being charged. I confirm the authority was cancelled on . I enclose a copy of my letter of cancellation to the merchant.

I do not recall the transaction/s and request Australian Military Bank to provide further details.

BPAY payment made to incorrect BPAY Biller code/CRN.

BPAY payment not received by Biller.

Important Details Of The Situation

Before we can investigate your query, we need to know the details of the situation and what contact has been made with the merchant/s involved. (You should attach copies of voucher/s and any other documentation that may assist with our investigation).

You must complete this section.

Declaration and Signature

I acknowledge that this request has applicable fees and charges* which I agree to be debited from my account.

Name

Signature

Date

Please note the following:

- ▶ Upon receipt of all requested information, your dispute should be resolved within 90 days. If this time frame is exceeded, we will advise you in writing.
- ▶ We will make a determination of liability for the disputed transaction and will advise you in writing of the outcome of the investigation.
- ▶ If you subsequently recognise the transaction/s and no longer wish for us to investigate please contact us on 1300 13 23 28.
- ▶ The resolution of your dispute will be in accordance with the ePayments Code, Visa International Operation Regulations and the Terms and Conditions of your account.

How to submit completed form:

Email: disputes@rslmoney.com.au | **Post:** PO Box H151, Australia Square NSW 1215