

NOTICE OF A DISPUTED TRANSACTION.

Date: / /

I, (name of account holder)
wish to dispute the following transaction (s):

Transaction Information:

Where multiple transactions are being disputed, please attach a statement for each disputed transaction with the transaction.

Customer ID: Transaction Date: / /
Merchant Name: Merchant Location:
Transaction Amount: \$ Disputed Amount: \$

Type of Cardholder Dispute (select one):

I did not authorise or initiate this transaction.
 I attempted to withdraw cash on / / from an ATM at ATM location and address
 and did not receive all or part of the cash.
Amount dispensed: \$ Amount requested: \$

Attach a copy of the ATM receipt.

A credit (as agreed with the merchant) has not been processed.
Return or cancellation date: / /
If applicable attach a copy of the credit voucher provided.

I only authorised one of these transactions.
 I did initiate the transaction but only for the amount of \$

Attach the supporting documentation provided (e.g. sales voucher, receipt, rental agreement).

I have not received the goods or services and I have attempted to resolve this directly with the merchant.
Goods ordered: \$ Delivery expected: / /
Supporting document attached.

I made payment for the goods or services by means other than my card.
Copy of receipt provided.

The goods and services received were not as described or defective and I have attempted to resolve this directly with the merchant.
Delivery date of the goods or services: / /
Supporting document attached.

Recurring transaction/subscription cancelled prior to billing.
Cancellation date: / /
Supporting documentation attached.

Please provide any further information that may assist us in resolving your inquiry:

| |
|----------------------|
| <input type="text"/> |
| <input type="text"/> |
| <input type="text"/> |

The facts provided by me are accurate to the best of my knowledge and I am not currently pursuing any other remedies for resolution.

Signed (customer signature and date):

Day time contact number:

Email address:

Please email or post this form as per the below details:

Email address: customer.services@flexicards.co.nz

Postal address: Flexi Cards Chargebacks and Disputes, PO Box 94013, Auckland 2241