



Visa Transaction Dispute
1 MEMBER DETAILS
Member Number:
Member Name:
Visa Card Number (last 4 digits): Visa Debit: Visa Credit:
2 REASON FOR DISPUTE
Please select the Reason for the dispute from the following and attach any supporting documentation;
Recurring Transactions
I authorised the regular payments from my account, however I cancelled my authority on / / (Attach proof of cancellation)
Goods or Services
The goods were returned and refund was not received. Goods returned on//
The service was cancelled and refund was not received. Service cancelled on//
The goods were not received and a refund was not received. Expected delivery date//
Transaction Unknown
I do not recognise the transaction and believe it to be fraudulent. Contact Unity Bank/ Reliance Bank regarding requirements for fraudulent claims.
If the transaction(s) are unknown can you please confirm if?
You have received any emails or SMS messages containing link. Yes No
You have received any cold calls, allowed or granted access the call access to your device. Yes
IF YES ANSWERED to any of the above, please;
 You will need to get your device cleaned professionally and receipt of such to be provided to Unity Bank/ Reliance Bank as part of the investigation.
2. Summarise the event below, what happened?

TRANSACTION DETAILS **Transaction Details** Merchant **Date** Amount **ACKNOWLEDGEMENTS** I acknowledge that my Visa Debit/Credit card will be cancelled as part of the investigation into the dispute. I understand a visa Dispute can take up to 45 days. Signature: Date: Upon receipt of all requested information, your dispute should be resolved within 45 days. If this time frame is exceeded, Unity Bank will advise you in writing. Unity Bank will advise you in writing of the outcome of the investigation. The resolution of your dispute will be in accordance with the ePayments Code, Visa International Operating Regulations and the Terms and Conditions of your account. Once you have completed this form: Email: financialcrimes@unitybank.com.au | Drop it into a branch | Mail it to PO Box K237 Haymarket NSW We are here to help If you need assistance completing this form, call us on 1300 36 2000, email: financialcrimes@unitybank.com.au

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or drop into your local branch.