

Australia Post Load&Go Card Disputed Transaction Form



Before you complete this form please ensure that you have registered your card online at auspost.com.au/prepaidcards and that the card details provided below match the details you have registered.

Please also note that as stated in the Terms and Conditions (T&Cs) / Product Disclosure Statement (PDS), a Card Dispute Fee is payable if the disputed transaction is found to be authorised.

Important note: If your card has been lost or stolen please ensure you report this to Load&Go Customer Support by calling +61 1300 665 054 or online via Load&Go Online or the Load&Go app.

Card details

Card ID (the 16 digit number on the back of your card)

Email address

Cardholder name

Contact mobile number

Card details

Card ID (the 16 digit number on the back of your card)

Email address

Cardholder name

Contact mobile number

Disputed transactions

Date (DD/MM/YY)	Transaction details	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Reason for dispute

Please tick the **ONE** that is most appropriate and ensure that you attach the corresponding documentation if required. You can provide additional information overleaf.

- I have not authorised or participated in the transaction(s) listed above.
Please note that if the above transactions are identified as fraudulent, we may be required to stop your card and issue you with a new one.
- I only authorised one transaction for on . It appears to be **duplicated** / or **processed** for the incorrect amount.
- I have not received the goods or services I have paid for. They were expected on .
I have contacted the Merchant to try and resolve this matter. My last contact was on .
Please attach a copy of the document(s) or receipts showing the expected service or delivery date.
- The goods or services I have paid for were damaged, defective or not as described.
I returned the goods or cancelled the services on .
I have contacted the merchant to try and resolve this matter on .
Please describe and provide evidence (eg invoice) of the damaged / defective / not as described goods or services.
Please provide proof that the goods were returned / services cancelled or an attempt was made.
Please provide details of Merchant response in additional information section.
- I attempted to withdraw cash from an ATM and did not receive **any** / or **part** of the cash.
Amount Requested . Please provide the amount that was **not** dispensed .
If available, please attach a copy of the ATM receipt.

Signature

Date (DD/MM/YY)

Please complete and submit your form via email to disputes@loadandgo.auspost.com.au or by mail to Australia Post, GPO Box 5091, Melbourne, VIC 3001

Print

Click here to print this form,
sign and submit by fax or email.

Save

Click here to save a copy
of this form.

Please keep a copy of this form for your records.

Additional information: Please provide any additional information that may help us in assisting with your dispute.