

Load&Go Reloadable Visa Prepaid 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 the Load&Go Call Centre by calling +61 1300 665 054.

Card details

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

Cardholder name

Email address

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"/>
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<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.

- ☐ 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)

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

Statutory declaration

Full name

I,

Occupation

Street address

Unit number / street number & street name

of

Suburb

State

Postcode

do solemnly and sincerely declare and confirm that I neither authorised, participated nor performed the above transaction(s) and I have not given my card to anyone else or colluded with anyone to make this transaction on my behalf. I have no objection to a full investigation being made with the named company and I have no objection to police involvement, should this prove to be necessary.

And I make this solemn declaration by virtue of the Statutory Declarations Act 1959, and subject to the penalties provided by that Act for the making of false statements in statutory declarations, conscientiously believing the statements contained in this declaration to be true in every particular.

Signature of person making the declaration

Declared at the day of 20

Signature of person before whom the declaration is made

Title of person before whom the declaration is made

Before me

A Statutory Declaration under the Statutory Declarations Act 1959 may be made before the following persons:-

- (a) A Legal Practitioner;
- (b) A Justice of the Peace;
- (c) A Commissioner for Affidavits;
- (d) A Commissioner for Declarations;
- (e) A Notary Public;
- (f) A person before whom a statutory declaration may be made under the law of the State in which the declaration is made;
- (g) An Australian Consular Officer or an Australian Diplomatic Officer as defined by Section Two of the Consular Fees Act 1955; or
- (h) Any person listed in Schedule 2 of the Statutory Declarations Regulations 1993.

Privacy Notice: Australia Post is collecting your personal information for the purposes of investigating the disputed transaction. Without this information we will be unable to provide you with the services sought. We may also be required to pass on your personal information to Visa and/ or the Heritage Bank Limited (Issuer of the card) or other third party service providers in order to properly investigate your dispute. Subject to some exceptions allowed by law, you may be able to request access to the personal information we hold about you. We will assess your request in accordance with the law and tell you why if access is denied. A request to access, update or correct any information should be directed to the Privacy Contact Officer, Australia Post, GPO Box 1777, Melbourne, Vic, 3001. For further information about how Australia Post handles personal information please see the Australia Post Privacy Policy at auspost.com.au

Please complete and submit your form by fax to (+61) 1300 306 865, by mail to Australia Post Load&Go GPO Box 5091, Melbourne, VIC 3001 or by e-mail to: loadandgoproductsupport@auspost.com.au

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

Click here to save a copy of this form.

Please keep a copy of this form for your records.