EFTPOS/Visa Transaction Enquiry/Complaint CIRCLE Alliance Bank®					
Cardholder Name	:	Membership Number:			
Cardholder Address:					
Cardholder Contac	ct Details: Mobile:		Work:	Home:	
Card Number: (card used for transaction in question – only complete first and last four digits):					
DETAILS OF UNAUTHORISED TRANSACTION/S					
Details can be found on your account statement or by phoning 1300 553 582. If you require more space, please complete a second form. Alternatively, you can attach a copy of your statement with unauthorised transaction(s) highlighted.					
Amount	Date	Time	Name of merchant	Location	
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
\$	/ /	: □ AM □ PM			
DETAILS OF LAST AUTHORISED TRANSACTION					
Please provide details of the last authorised transaction on the access card/account:					

\*\*\*NOTE: PLEASE COMPLETE ALL DETAILS ACROSS BOTH PAGES TO AVOID ANY DELAY\*\*\*

 $\square$  AM  $\square$  PM

CIRCLE Mutual Limited ACN 087 650 968 (CIRCLE) is an agent of Bendigo and Adelaide Bank Limited (Bendigo Bank) ACN 068 049 178 AFSL/Australian Credit Licence 237879 in the distribution of CIRCLE Alliance Bank® branded products and services.

CIRCLE Alliance Bank® is a trade mark of Bendigo Bank.

Phone 1300 553 582 Fax 1300 553 523 Email <u>info@circle.com.au</u> Web <u>www.circle.com.au</u>

\$

ADDITIONAL DETAILS (please tick and complete as applicable)					
Was the transaction/s authorised? ☐ Yes ☐ No	If <b>Yes</b> , was it authorised by: □ PIN □ Signature				
Was card signed on back? ☐ Yes ☐ No					
Was PIN known to others? ☐ Yes ☐ No					
Did you keep a record of the PIN? ☐ Yes ☐ No	If <b>Yes</b> , where was the record kept?				
Was card: □ Lost □ Stolen □ Misused	Date and time first known: / / : □ AM □ PM				
Was PIN: □ Lost □ Stolen	Date and time first known: / / : □ AM □ PM				
Was loss reported to Hotline? ☐ Yes ☐ No	If <b>Yes</b> , reference number:				
Was fraud reported to Police? ☐ Yes ☐ No	If <b>Yes</b> , what is the job number:				
	Method used to report incident:				
	Date and time first known: / / : □ AM □ PM				
FURTHER INFORMATION					
	misuses occurred of card and/or PIN as well as any additional steps				
taken to protect the security of your card and/or PIN.					
MEMBER ACKNOWLEDGEMENT					
☐ I/We have been advised of the Dispute Resolution Process					
☐ I/We have been advised that a fee may apply if this transaction is found to have been authorised by a party to the account.  Refer to the Schedule of Fees and Charges Brochure.					
Signature Print Name	Date / /				
Branch Use Only:					
Request received at Branch: / / Signature verified  Event loaded in P&R					
Received by: Forwarded to Central Team: / /					
Receipt Number:					

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