

Customer Transaction Disputes Form

For all Credit Card transactions **or** Visa Debit transactions

Please complete all sections and return form with any documentation via email or mail to the contact details listed on page two.

PERSONAL CUSTOMERS

Card Number

Customer Number

Name on card

BUSINESS AND COMMERCIAL CUSTOMERS

Card Number

A number line from 0 to 10 with tick marks at every integer. The number 10 is written above the last tick mark. The number line is divided into four equal segments by three vertical lines.

Company Name

Name on card

I WISH TO DISPUTE THE FOLLOWING TRANSACTION(S)

Date	Transaction Details	Amount (NZD)
		\$
		\$
		\$
		\$
		\$

Please select dispute type

Please tick the most appropriate option and ensure you attach the corresponding documentation.

- ☐ I have not received the goods or services I have paid for.
They were expected on/...../.....
I contacted the merchant to try and resolve this matter. My last contact was on/...../.....
Please provide a description of the goods / services that were not received, on page two.
- ☐ The goods were returned on **or** the services were cancelled on/...../.....
A credit for the amount of \$ was due to be processed to my card/account on/...../.....
Please attach a copy of the request to cancel services or confirmation the goods were returned.
- ☐ I have been charged for a duplicate transaction. I contacted the merchant to try and resolve this matter.
My last contact was on/...../.....
Please provide detail on page two, along with any supporting documents that may assist our investigation.
- ☐ The merchant was authorised to deduct regular payments from my account, however I cancelled or attempted to cancel my authority on/...../.....
Please attach a copy of your instructions to the merchant to cancel the authority.
- ☐ The goods or services I have paid for were damaged, defective, counterfeit or not as described. I returned the goods or cancelled the services on/...../..... I contacted the merchant to try and resolve this matter on/...../.....
Please provide details on page two, and provide evidence (e.g. invoice) of the damaged/defective/counterfeit/not as described goods or services. Please provide proof that the goods were returned/services were cancelled or an attempt was made.
- ☐ I attempted to withdraw cash on the/...../..... from an ATM and did not receive all or part of the cash.
*Please provide the amount that was **not** dispensed – \$ Amount requested – \$*
If available, please attach a copy of the ATM receipt.
- ☐ Neither I nor the additional cardholder have authorised or participated in this transaction from the above merchant, nor received any goods or services.
- ☐ My dispute is for a different reason which is not listed above.
Please provide full details on page two, along with any supporting documents that may assist our investigation.

Your signature

Primary Cardholder's Signature (required)

Date					
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Additional Cardholder's Signature (only required if transactions were made on additional card)

Date					
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Customer Transaction Disputes Form (continued)

MORE DETAILS

Please provide required additional information as stated above, or any additional information that may assist us in resolving your dispute.

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, providing a guide for handwriting or typing. The paper itself is a clean, off-white color.

CARDHOLDER DETAILS

Title Name

Address

Home Phone Work Phone Mobile

Email Address

Preferred method of contact: ☐ Email ☐ Mail

WHAT TO DO NEXT

Please either email or mail this form as per the below details, or drop it off at an ANZ branch.



Email: anzdisputes@anz.com
with the subject line,
'CC Disputes Form,
Customer Number XXXXX'



ANZ Chargebacks and Disputes
PO Box 39384
Wellington Mail Centre
Lower Hutt 5045

WHAT YOU NEED TO KNOW ABOUT DISPUTE RESOLUTION TIMEFRAMES

Resolution timeframes vary depending on the nature of the dispute, and how the transaction was processed. These timeframes are governed by Global Scheme rules (e.g. Visa and MasterCard). We may contact you if further information is required. Please note that if we request additional information, this must be sent to us within the timeframe requested or else we will be unable to proceed with your dispute. Should you wish to call us about your dispute please call 0800 269 296.