

Australia Post Prepaid Gift Card by Mastercard®

Disputed Transaction Form

Please note: we cannot assist you if your card has been lost or stolen.
Once completed, print, sign & email this form to; prepaidmgmt_ppc_disputes@mastercard.com

Card details

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

Cardholder name

Email address

Contact mobile number

Disputed transactions

Date	Transaction details	Amount (AUD)

Reason for dispute

Please tick the one that is most appropriate and ensure that you attach the corresponding documentation if required.

1. I have not authorised or participated in the transaction(s) listed above.
Please note that if the above transactions are identified as fraudulent, we will be required to stop your card.
2. I only authorised one transaction for _____ on _____. It appears to be duplicated or / processed for the incorrect amount.
3. 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.
4. The goods or services I have paid for were damaged, defective, or not as described. I returned the goods or cancelled the services on _____. A credit for the amount of _____ was due to be processed to my card on _____. I have contacted the merchant to try and resolve this matter on.
5. I paid for the goods or services by other means and my card or account was debited incorrectly. I used cash, cheque or another card.
- 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.

Important information

Please ensure you complete page two of this form and attach copies of any documents that support your claim. Lack of documentation may delay resolution of your dispute.

Cardholder signature

Date

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Additional information

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

Statutory declaration

I, _____
Full name Occupation

of _____
Street address 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 ____

Before me _____
Signature of person before whom the declaration is made Title of person before whom the declaration is made

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 other person listed in Schedule 2 of the Statutory Declarations Regulations 1993.

Please email the completed form to; prepaidmgmt_ppc_disputes@mastercard.com

Privacy Notice: Mastercard Prepaid Management Services & Australia Post are 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 Heritage and People's Choice Limited trading as Heritage Bank (issuer of the card) or other third party service providers in order to properly investigate your dispute.