

# Regional Travel Card – Dispute form

## Customer statement of disputed transaction

Please complete all information. Use this form if you believe your regional seniors travel card or regional apprentice and university student travel card has been incorrectly charged. Use a separate form for each disputed transaction.

Follow these steps:

1. Print this form and complete as much information as possible. Only complete the personal details requested.
2. Call card services on **1800 569 070** to help you complete the remaining information, including the details of the transaction you wish to dispute.
3. Make sure you have your card and this form with you before you call.
4. When prompted, enter your card number and press **0** to speak with a customer service representative.
5. Inform the representative that you want to dispute a transaction and require assistance.
6. Ask the representative for a 'proxy number'. Record this information on the form. The representative can assist you to fill in any remaining information to complete the form.
7. Sign and date the form, and then email a scanned copy or photo of the form to **chargeback@nswregionaltravel.cards**.

Your last name: \_\_\_\_\_

Proxy number (A unique number for us to identify your account): \_\_\_\_\_ Amount \$: \_\_\_\_\_

You can get this number by calling 1800 569 070.

Date of purchase/Transaction date: \_\_\_\_\_ Date on transaction history/Post date: \_\_\_\_\_

Reference number: \_\_\_\_\_

Merchant name(s): \_\_\_\_\_

Transaction description: \_\_\_\_\_

Please provide additional information on a separate page, if necessary.

Select appropriate box

1. I certify that the charge listed on the account history was not made by me or a person authorised by me to use my card. I did not receive any goods or services from this transaction nor did any person authorised by me.
2. Although I did engage in a transaction with the above merchant, I have no knowledge of the particular transaction noted above and it was not authorised by me or anyone representing me. My card was in my possession at the time of the above transaction.
3. Although I did engage in the above transaction (complete ONE of the following statements and provide as much detail as possible to support your statement):
- a. The dollar amount of the sale was increased from \$ \_\_\_\_\_ to \$ \_\_\_\_\_ .  
I am enclosing a copy of my sales receipt, which reflects the correct dollar amount.
- b. I dispute \$ \_\_\_\_\_ , which is (select one)
- the entire charge shown on my statement, or
- a portion of the \$ \_\_\_\_\_ charge shown on my statement.
- I have contacted the merchant, and a credit has been applied to my account. (Please provide details of the circumstances surrounding this transaction and your calculations used to derive the correct amount, if amount is less than the total billed to your account.)

c. I did not receive the ticket or booking confirmation. I expected to receive it during the week of (date)

\_\_\_\_\_.

I have since contacted the merchant and asked that a credit be applied to my account.

d. I cancelled the booking on (date) \_\_\_\_\_, but have not received a credit for the amount of \$ \_\_\_\_\_.

I am enclosing a detailed statement describing the cancellation of my booking and am also enclosing a copy of my proof of cancellation.

e. The above transaction is a duplication of an authorised transaction that took place on (posting date)

\_\_\_\_\_.

f. The merchant was not able or willing to provide the (describe the requested merchandise/services)

\_\_\_\_\_  
I am enclosing a detailed explanation of the reason(s) why. I am also providing details of my attempts to resolve this matter with the merchant, including date(s) and the merchant's response(s).

4. I received a credit slip, but it was applied to my account as a charge.  
I am enclosing a copy of this credit slip.

5. I received a credit slip, but it has not yet been applied to my account.  
I am enclosing a copy of this credit slip.

6. Other reason:

\_\_\_\_\_

Cardholder signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please enter the last 4 digits of your phone number: \_\_\_\_\_