

EFT Transaction Enquiry System Malfunction



People's Choice Credit Union,
a trading name of Australian Central Credit Union Ltd
ABN 11 087 651 125, acts under its own
Australian Financial Services Licence (AFSL 244310)
and Australian Credit Licence (ACL 244310)

T 13 11 82 peopleschoicecu.com.au

Cardholder's name	First name/s	Surname	Member no.											
Address														
Telephone		At home	Mobile											
		At work	Email											
Card number (first 6 and last 4 digits only)	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td> <td style="background-color: black;"></td> <td></td><td></td><td></td><td></td> </tr> </table>													
Account Number														

Transaction Details

Date	Time
Amount requested	Amount received
Terminal ID	Location
Sequence No	
Description of malfunction or unauthorised transaction(s)	

Note: Should the disputed transaction(s) prove to be legitimately authorised by you or by any other authorised party, a voucher retrieval fee per disputed transaction may be applied as disclosed in the Account & Access Facilities Terms & Conditions Document and the Fees & Charges Document.

We are usually able to complete our investigations within 21 days. If extra time is needed, we reserve the right to extend the investigation by a further 24 days in line with the ePayments Code.

I apply for a temporary overdraft while the disputed transaction(s) is being investigated and agree to pay any interest incurred if this overdraft is debited. I understand the temporary overdraft will only be available to be drawn against while the disputed transaction(s) is being investigated. Should the disputed transaction(s) prove to be legitimately authorised I agree to pay back any debited amount withdrawn against the overdraft.

Member Signature		Date		I understand there may be a fee involved	Initial
------------------	--	------	--	--	---------

People's Choice Credit Union Use Only

<input type="checkbox"/> Signatures Verified	Operator's Name	Name	Sign	Date
<input type="checkbox"/> Temporary Overdraft loaded	Expiry Date (Expiry date must be no longer than 45 days from lodgement of dispute)			Date