

REASONS FOR QUERY

Which of the following would best describe the reason for your query?

- I did not authorise the transaction/s, nor did any other party to this account.
- A credit (as agreed with the merchant) has not been processed.
Return or cancellation date Attach a copy of the Credit Voucher provided.
- I did initiate the transaction but only for the amount of
Attach the supporting documentation provided (e.g. sales voucher, receipt, rental agreement).
- I do not recognise a merchant's name although i have completed a transaction for the same amount.
- I only authorised one of the transactions from the merchant (i.e. possible duplication).
- I did not receive the goods or services (ordered by mail or telephone) and have contacted/attempted to contact the merchant.
(Please provide any proof of contact).
- The goods and services received were not as described or defective and I have attempted to resolve this directly with the merchant.
Delivery date of the goods or services: Supporting document attached.
- I have cancelled the authority with the merchant but my account is still being charged.
I confirm this authority was cancelled on I enclose a copy of my letter of cancellation to the merchant.
- I used another method of payment for this transaction, not the above card, and I enclose my proof of payment.

IMPORTANT DETAILS OF THE SITUATION

Before we can investigate your query, we need to know the details of the situation and what contact has been made with the merchant/s involved.
(You should attach copies of voucher/s and any other documentation that may assist with our investigation).

AUTHORITY

The facts provided by me are accurate to the best of my knowledge and I am not currently pursuing any other remedies for resolution.

Daytime contact number

Email address

Signature

Date

Note: email this completed form to fraud@flexigroup.com.au