

# EFT TRANSACTION ENQUIRY / COMPLAINT

Office Use Only

EFT Ref No: \_\_\_\_\_

CREDIT UNION: \_\_\_\_\_ C/U REGISTER NO. \_\_\_\_\_

CONTACT: \_\_\_\_\_ DATE: \_\_\_\_\_

## SECTION I

CARDHOLDER: \_\_\_\_\_

CARDHOLDER ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ (WORK) \_\_\_\_\_ (HOME)

REDICARD / VISA CARD NUMBER: \_\_\_\_\_

## SECTION II

TYPE OF COMPLAINT (Please Tick Appropriate Box)

- (a) **System Malfunction** (Copy of RPOI to be attached)
- (i) ATM cash dispensing malfunction
  - (ii) Other system malfunction
- (NB: Section III must be completed)
- (b) **Unauthorised Transactions** (Copy of RPOI to be attached)
- (i) Card lost or stolen
  - (ii) Card or PIN **NOT** lost or stolen
  - (iii) Other
- (NB: Section IV must be completed)

## SECTION III

SYSTEM MALFUNCTION - TRANSACTION DETAILS

DATE	TIME	WDL / DEP	ATM OWNER	TERMINAL ID

  

LOCATION	SEQUENCE NO.	CARD CAPTURED
		YES / NO

DETAILS OF PROBLEM: \_\_\_\_\_

AMOUNT REQUESTED: \$ \_\_\_\_\_ AMOUNT RECEIVED: \$ \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

SECTION IV

UNAUTHORISED TRANSACTIONS - Complete all boxes

CARD LOSS CIRCUMSTANCES

1. WAS CARD SIGNED

YES / NO

2. WAS CARD

LOST/STOLEN

DATE

TIME

PLACE

3. LOSS REPORTED TO

ORGANISATION

DATE

TIME

REFERENCE NO.

4. LOSS REPORTED TO

POLICE/OTHER

DATE

TIME

WHERE

PIN CIRCUMSTANCES

5. WHERE WAS PIN RECORDED OR KEPT: \_\_\_\_\_

6. WAS RECORD OF PIN

LOST/STOLEN

DATE

TIME

PLACE

7. LOSS REPORTED TO

ORGANISATION

DATE

TIME

REFERENCE NO.

8. LOSS REPORTED TO

POLICE/OTHER

DATE

TIME

WHERE

9. HAS PIN BEEN DISCLOSED TO ANYONE

YES / NO

10. IF YES TO WHOM HAS PIN BEEN DISCLOSED

SPOUSE/FAMILY

OTHER

11. HOW AND WHERE DID THE LOSS OF THE CARD/PIN OCCUR (include information regarding any other institutions' cards):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. DATE OF LAST VALID TRANSACTION

\_\_\_\_\_

AMOUNT

\$

\_\_\_\_\_

\_\_\_\_\_  
MEMBER SIGNATURE