



# VISA ENQUIRY / DISPUTE FORM

MEMBER NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_  
CARDHOLDER NAME: \_\_\_\_\_  
CARDHOLDER ADDRESS: \_\_\_\_\_  
CARD NUMBER: \_\_\_\_\_ EXPIRY DATE: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ (Home) \_\_\_\_\_ (Work)

TRANSACTION AMOUNT : \_\_\_\_\_ TRANSACTION DATE: \_\_\_\_\_  
(Please note if there are multiple transactions for dispute, as a requirement from Visa please complete a separate form for each transaction.)  
MERCHANT DETAILS: \_\_\_\_\_

## TRANSACTION DETAILS:

Please tick the appropriate box and complete

- I and no other additional cardholders have authorised or participated in the transaction(s) listed above, nor have I received any goods or services.
- I did authorise this transaction, however I have not receive the goods or services they were expected on \_\_\_\_/\_\_\_\_/\_\_\_\_. *(Describe your attempts to resolve the matter with the merchant in the space provided below. Please attach all relevant correspondence/documents in relation to the merchant.)*
- I was billed twice for the same single purchase. *(Describe the transaction in the space below.)*
- My card was Lost / Stolen on the \_\_\_\_/\_\_\_\_/\_\_\_\_ in \_\_\_\_\_ (Location). The card was reported to Visa for hot listing on \_\_\_\_/\_\_\_\_/\_\_\_\_ at \_\_\_\_\_ (time). The unauthorised transaction(s) have been reported to the following police station \_\_\_\_\_ with police officer \_\_\_\_\_ on contact number \_\_\_\_\_. The police event/incident number is \_\_\_\_\_.

Please investigate the above transaction(s) as it has been performed without my authorisation. I hereby acknowledge that I have received a copy of the Visa Card "Conditions of Use" and that the investigation will be carried out in terms of item 16.

## COMMENTS / DETAILS:

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

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## OFFICE USE ONLY:

Date Received \_\_\_\_\_ Card Status Updated \_\_\_\_\_ Initials \_\_\_\_\_