Australia Post Prepaid Gift Card Disputed Transaction Form





Please note: we cannot assist you if your card has been lost or stolen.

Once completed, print, sign & email this form to; prepaidmgmt_ppc_disputes@mastercard.com

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| Card details | | | | | | |
|--|---|---------------------------------------|---|--|------|--|
| Card ID (16 digi | t number on the front | of your card) | ard) Cardholder name | | | |
| Email address | | | Contact mobile number | | | |
| Disputed tra | nsactions | | | | | |
| Date | Transaction Details | | | Amount (AUD) | | |
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| Please note tha | ot authorised or participe t if the above transaction thorised one transaction for the incorrect am | ons are identified as fra n for on | udulent, we will b | e required to stop your card. . It appears to be duplicated | or / | |
| I have no | ot received the goods or nerchant to try and reso | | | ected on . I have | | |
| | copy of the document(| • | | ice or delivery date. | | |
| The good | ds or services I have pai | d for were damaged, d | efective, or not as | s described. I returned the | | |
| goods or cancelled the services on processed to my card on I have co | | | . A credit for the amount of was due to be contacted the merchant to try and resolve this matter on | | | |
| | | by other means and my | card or account v | was debited incorrectly. | | |
| | eque or another card. | | | | | |
| Please describ | e and provide evidence | e (eg invoice) of the dar | naged / defective | e / not as described goods or services. | | |
| Please provide | e proof that the goods v | were returned / service | s cancelled or an | attempt was made. | | |
| Please provide | e details of merchant re | esponse in additional in | formation section | n. | | |
| Important infor | mation: | | | | | |
| | ou complete page two ur claim. Lack of docun | | | | | |
| Cardholder sigr | nature | Date | | | | |

| Δdditiona | al information: Please provide ar | ov additi | onal information that | may heln us in assisti | ing with your |
|----------------------|--|--------------------------|--|---------------------------|----------------------------|
| dispute. | arimormation. Flease provide ar | iy additi | onal information that | Thay help us in assisti | ing with your |
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| Clat ta | and all all and a | | | | |
| Fu | ry declaration Il Name | Occupat | ion | | |
| l, Sti of | reet address | Suburb | | State | Postcode |
| transaction my behal | nly and sincerely declare and co on(s) and I have not given my ca f. I have no objection to a full in to police involvement, should t | rd to any vestigation | one else or colluded von being made with the | with anyone to make | this transaction on |
| provided | ke this solemn declaration by vir by that Act for the making of fal its contained in this declaration | se stater | ments in statutory dec | clarations, conscientio | |
| Signature | e of person making the declaration | on | | | |
| | | ••• | | | |
| Declared | at | the | day of | 20 | |
| | Signature of person before who | om the de | eclaration is made Ti | itle of person before who | om the declaration is made |

Before me

A statutory declaration under the Statutory Declarations Act 1959 may be made before the following persons:-

- (a) A Legal Practitioner;
- (b) A Justice of the Peace;
- (c) A Commissioner for Affidavits
- (d) A Commissioner for Declarations;
- (e) A Notary Public;
- (f) A person before whom a statutory declaration may be made under the law of the state in which the declaration is made;
- (g) An Australian Consular Officer or an Australian Diplomatic Officer as defined by Section Two of the Consular Fees Act 1955; or
- (h) Any other person listed in Schedule 2 of the Statutory Declarations Regulations 1993.

Please email the completed form to; prepaidmgmt_ppc_disputes@mastercard.com

Privacy Notice: Mastercard Prepaid Management Services & Australia Post are collecting your personal information for the purposes of investigating the disputed transaction. Without this information we will be unable to provide you with the services sought. We may also be required to pass on your personal information to Heritage and People's Choice Limited trading as Heritage Bank (issuer of the card) or other third party service providers in order to properly investigate your dispute.