CBA UQ CORPORATE CREDIT CARD

DISPUTE FORM

INSTRUCTIONS

Use the attached form to dispute a transaction on your UQ CBA Corporate Credit Card.

Per PPL 9.40.02 Corporate Credit Cards, section 7.12 Disputed transactions, it is the cardholder’s responsibility to ensure that all expenses listed in UniFi are correct.

If a cardholder does not agree with or recognise a charge on their corporate credit card, the cardholder must investigate the transaction with the vendor and where necessary lodge a CBA UQ Corporate Credit Card Dispute Form (per attached) with FBS via email cardservices@uq.edu.au.

You have 30 days from the transaction date to dispute the transaction with FBS.

You will also need to show the transaction as disputed in UniFi. Please refer to PPL 9.40.02 Corporate Credit Cards, Section 7.12 Disputed transactions, for further instructions.

NOTE: Please DO NOT FAX your dispute form to the Premium Service Centre listed on the form. Only scan and email FBS Card Services your completed form via cardservices@uq.edu.au.

Please email the FBS Card Administrator if you have any questions or concerns cardservices@uq.edu.au.
Customer Investigation Request
for Disputed Corporate Card Transactions

- Please keep a copy of this completed form and original documentation.
- The signed form must be sent to the address indicated.
- If acknowledgement of your fax is not received within 5 days please follow up.
- Please acknowledge your account may be stopped and reissued as required.

Please return completed form to:
Premium Service Centre, Operations Processing Centre, Reconciliations and dispute.
Facsimile number 1300 729 512

Section 1 – Account Details

<table>
<thead>
<tr>
<th>Credit Card account number</th>
<th>Company name</th>
<th>Facility number</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Title</th>
<th>Surname</th>
<th>Initials</th>
</tr>
</thead>
</table>

- [ ] Mr
- [ ] Mrs
- [ ] Miss
- [ ] Ms
- [ ] Other

Section 2 – Type of disputed transaction (please tick as appropriate)

- [ ] I did not authorise the transaction(s) nor did any other party to this account.
- [ ] Please acknowledge your acceptance of us stopping your account before we can investigate the dispute, a new card will be issued. We cannot commence with investigation until the card has been stopped.
- [ ] I have not completed a transaction for the same amount with a different merchant.
- [ ] I only authorised one of the transactions (apparent duplication).
- [ ] I did engage in the transaction but did not receive the goods/services ordered (mail/telephone order).
- [ ] I have contacted/attempted to contact the merchant without success.
- [ ] I have cancelled the authority with the merchant but my account is still being charged.
- [ ] I enclose a copy of my letter of cancellation to the merchant and confirm the authority was cancelled on ____________________________.
- [ ] The attached credit voucher has not been credited to my account.
- [ ] I used another method of payment for this transaction, not the above credit card account and I enclose my proof of payment.
- [ ] Other (e.g. amount(s) incorrectly processed).

Please attach copy of voucher(s) and any other documentation available that may assist us in our investigation.

Section 3 – Please specify the exact nature of the dispute and if contact has been made with the merchant involved.

Section 4 – Details of disputed transaction(s) as they appear on your statement. Please attach a copy of statement(s) if available.

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference number</th>
<th>Merchant description</th>
<th>$ Amount</th>
</tr>
</thead>
</table>

I authorise the Bank to stop my account as required and correct the transaction(s) in dispute.

We cannot commence with this investigation if the account is not stopped.

Cardholder signature

Date

Address

Home telephone number (incl STD area code)

Business telephone number (incl STD area code)

Email address

State

Postcode

003-826 010814