

Card Disputes Form

(Unrecognised & Unauthorised Transactions)

Macquarie Bank Limited (ABN 46 008 583 542, Australian Credit Licence 237502)

Use this form to dispute an unrecognised/unauthorised transaction on your Macquarie Debit or Credit card. Before you complete and lodge this dispute form, please ensure

- You've **contacted us** or have been contacted by our service team regarding the transactions you intend to dispute, so we can take the required steps to prevent future payments to these merchants.
- You've replaced your card (that you've reported lost or stolen) via online or mobile banking.
- All the unrecognised/unauthorised transactions have fully processed and are no longer Pending on your account (disputing a pending transaction may result in a delay to processing your request).
- By completing this form you acknowledge that your card(s) maybe permanently blocked.

Please lodge your dispute and any supporting documentation as soon as possible. Delays in providing information to us may affect our ability to investigate and resolve your dispute successfully.

Please complete this form and send it to us from your email address registered to your account:

- Transaction and Offset account requests: Please send to **transact@macquarie.com**
- Credit Card requests: Please send to **macquariecards@macquarie.com**

1. Cardholder Details

Macquarie ID

Full name

Mobile number

Last 4 Card digits

Account type

Transaction Account

Offset Account

Credit Card

Case Reference (optional)

2. Transactions

Please provide details of the transaction(s) you want us to investigate. If you have more than 4 transactions to dispute, please include their details in section 5 of this form.

Transaction Date	Amount (AUD)	Merchant (as per Online Banking)
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3. Reason for Unrecognised/Unauthorised Dispute

Please specify when and how you became aware of the transaction(s):

Were you expecting any goods or services?	Yes	No
Did you provide your card details to a family member or a third party?	Yes	No
Have you reached out to the merchant? <i>Please attach a copy the merchant's response to your email.</i>	Yes	No
Have you replaced your card online/contacted us to replace? <i>If no, please complete section 4 for a card replacement.</i>	Yes	No
Was your card lost or stolen? <i>If you have a police report or police report reference number available, please specify in section 5.</i>	Yes	No

4. Card Replacement

Only complete this section if you've been unable to replace your card on Macquarie Online Banking or Macquarie Mobile Banking prior to lodging this dispute form. **This section can only be completed by the Primary Cardholder and the form will need to be submitted from the email account registered to the Primary Cardholder.**

Primary cardholder replacement card required?	Yes	No
Additional cardholder(s) to be replaced? (credit cards only)	Yes	No

All cards will be sent to the mailing address on your account. To check your details are up to date or to update your contact details, please log in to Macquarie Online Banking or Macquarie Mobile Banking before submitting this form.

By completing this section I acknowledge a new card will be sent to the primary cardholders address on file and I request a replacement card to be sent for our/my Account.

A replacement card will arrive within five to ten business days from the date your request is sent to us.

5. Additional Details

Please provide any additional details relating to the transaction(s) that you are disputing.

Need Help?

For more Disputes information, please visit our **Help Centre**.