

Card Disputes Form

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

Use this form to dispute a transaction on your Macquarie Debit or Credit card. You must lodge your dispute and any supporting documentation as soon as possible. Delay 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. In the 3rd column please indicate whether the amount you want to dispute is the full transaction amount as seen in your account or only a portion of that amount. Please also ensure the transaction(s) you list are not 'pending', as we will not be able to investigate any transaction(s) until they have been posted. If you have more than 7 transactions to dispute, please include details in section 4 of this form.

Date	Amount (AUD)	Full/Partial	Merchant
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3. Reason for Dispute

Please select which of the following applies to the transaction(s) you have listed. You can only select one reason per form. The checklist on the right lists the information we require with your form to progress your dispute. All relevant information will need to be in section 4 of this form and any supporting documentation attached in your email with this form. If you are unable to provide any of the required information/documentation without providing a reason why, it may impact the chances of resolving the dispute successfully.

Reason	Required Supporting Information/Documentation
Goods/services damaged, defective or not as described	Attach: Copy of your invoice and/or shipping confirmation; Evidence of attempt to resolve dispute and merchant response ¹ ; Copy of Terms & Conditions (if applicable); and Any images of incorrect/faulty goods (if applicable). In section 4, please specify: What was purchased; How the goods/services were defective/not as described; and The date the goods/services were received and the date a return was attempted.
Goods/service not received	Attach: Copy of your invoice and/or shipping confirmation; and; Evidence of attempt to resolve dispute and merchant response ¹ ; In section 4, please specify: What was purchased; and; The date the goods/services were expected to be received.
Cancellation of goods/service	Attach: Evidence of cancellation / cancellation confirmation; Copy of Terms & Conditions (if applicable); and; Evidence of attempt to resolve dispute and merchant response ² In section 4, please specify: What was purchased; If the service was cancelled by you or by the merchant; and The date that the service was cancelled.
Incorrect amount was deducted	Attach: Receipt showing the correct amount; and; Evidence of attempt to resolve dispute and merchant response ² In section 4, please specify: What was purchased.
Transaction was duplicated	Attach: Receipt showing the correct amount; and Evidence of attempt to resolve dispute and merchant response ² In section 4, please specify: What was purchased; Which transaction is the duplicate; and How the duplicate transaction occurred (if applicable).
Refund/credit not received	Attach: Evidence of the refund amount agreed by merchant; and Evidence of attempt to resolve dispute and merchant response ² In section 4, please specify: What was purchased.
Incorrect amount withdrew at ATM	In section 4, please specify: The AUD amount dispensed by the ATM (if any).

1. If the merchant does not respond or is uncontactable, please provide written confirmation of this.

2. If the merchant does not respond or is uncontactable, please provide written confirmation of this.

4. Additional Details

Please provide the relevant information stated in section 3 and any additional details relating to the transaction(s) that you are disputing. **For any of the requested information/documents that you cannot provide, please give a reason why.**

What Happens Next?

Please send this form and any supporting documentation to:

- **transact@macquarie.com** for transaction and offset accounts
- **macquariecards@macquarie.com** for credit cards

Once the dispute form has been submitted, the transaction(s) in question will still appear on your statement.

We'll work as quickly as we reasonably can with you, the merchant, and the merchant's bank to resolve your dispute. If the criterion required by Mastercard or Visa are met, we will lodge a chargeback and the merchant/merchant's bank has 30-45 days to respond. We will notify you once a chargeback has been lodged and will provide updates on the progress of your case.

We do not guarantee that your chargeback request will succeed. All chargebacks are subject to Mastercard/Visa rules. If the merchant has rejected our initial chargeback, we may contact you to review the documentation provided by the merchant.