



**CUSTOMER INVESTIGATION REQUEST – CREDIT CARD TRANSACTIONS**  
 Return the form by using the document upload feature at citibank.com.au/upload or  
 Post to: Credit Card Disputes, Transaction Services, GPO Box 40 SYDNEY NSW 2001

<b>Customer Name</b>		<b>Card Number</b>	
<b>File reference</b>		<b>Amount</b>	
<b>Transaction Date</b>	<b>Merchant Name</b>		<b>Reference</b>

I dispute the above mentioned transaction for the following reason **[Please tick one box only]**

<input type="checkbox"/>	<b>Unauthorised Transaction</b> – Transaction not authorised by Primary or Additional Cardholder. The card <b>(was / was not)</b> in my possession at the time of the transaction. <b>NOTE – The Credit Card will be cancelled and a replacement card will be issued (subject to replacement card eligibility policy).</b>
<input type="checkbox"/>	<b>No Knowledge</b> – Need a copy of the voucher to identify the transaction.
<input type="checkbox"/>	<b>Duplicate billing</b> – I was charged more than once for a single authorised transaction. I authorised \$ _____ on _____ (date). I have not authorized the other transaction/s. My card was in my possession at the time of the transaction.
<input type="checkbox"/>	<b>Non-receipt of Goods OR</b> <input type="checkbox"/> <b>Services Not Rendered</b> Goods/Services for the transaction were not provided due to the inability/unwillingness of the merchant. Goods/Services were to be provided on _____. I have attempted to resolve this dispute with the merchant and/or merchant’s liquidator. <u>Documentation Required:</u> A copy of the transaction receipt or other documentation containing a written description of the merchandise or services. -Communication proof that you attempted to resolve the dispute with the merchant, OR -Documentation proving that the services will not be rendered. i.e. media coverage, a written notice from the merchant or their liquidators. <b>Note:</b> Disputing arising due to the quality of goods or services received cannot be disputed
<input type="checkbox"/>	<b>Refund/Credit Not Processed</b> Credit transaction receipt issued but credit not processed to my account. <u>Documentation Required:</u> Please enclose a copy of the original credit transaction receipt and /or letter from the merchant stating credit authorised.
<input type="checkbox"/>	<b>Goods returned to the merchant or services cancelled but refund not processed.</b> <u>Documentation Required:</u> Communication proof that you attempted to resolve the dispute with the merchant, AND -Proof of return/cancellation when you returned or cancelled goods/services, including the tracking number.
<input type="checkbox"/>	<b>Not As Described OR</b> <input type="checkbox"/> <b>Defective Merchandise OR</b> <input type="checkbox"/> <b>Counterfeit Merchandise</b> <u>Documentation Required:</u> Please enclose proof that merchant received the returned merchandise i.e. Registered mail receipt or courier invoice signed by the merchant upon receipt of the goods. -A copy of the transaction receipt or other documentation containing a written description of the merchandise purchased. -Explanation of what was not as described or defective. -Communication proof that you attempted to resolve the dispute with the merchant. -Counterfeit Merchandise – Evaluation / certification evidence from a qualified third party person or entity which validates the goods as counterfeit.
<input type="checkbox"/>	<b>Cancelled Membership/Subscription</b> – Date Cancellation was made _____. <u>Documentation Required:</u> Please provide copy of cancellation notice to the merchant. A copy of the merchant terms and conditions and/or the merchants refund/cancellation policy. Note: Refund can only be requested if your account is debited 15 calendar days after cancellation date.
<input type="checkbox"/>	<b>Paid By Other Means</b> – the transaction was charged to my account and was also paid by other means. <u>Documentation Required:</u> Please enclose proof of payment by other means i.e. cash receipt, cardholder copy of other credit/charge card transaction receipt.
<input type="checkbox"/>	<b>Processing Error</b> – Amount charged is incorrect, the transaction amount should be \$ _____. <u>Documentation Required:</u> Please enclose transaction receipt confirming the correct amount.
<input type="checkbox"/>	<b>Cancelled Accommodation</b> – Accommodation was booked and cancelled according to cancellation policy Cancellation date _____ with Cancellation number _____. <u>Documentation Required:</u> Please provide proof of cancellation and a copy of the merchants terms and conditions or the merchants refund/cancellation policy.
<input type="checkbox"/>	<b>Other</b> – If your dispute does not fall in to any of the above categories, please attach a detailed explanation of the circumstances surrounding your dispute and enclose relevant supporting documents.



I no longer dispute this transaction, because \_\_\_\_\_ and accept the charge

I authorise Citigroup Pty Limited to investigate/correct the transaction(s) in dispute. Where applicable I enclose relevant supporting documentation requested above.

----- (Signature) \_\_\_/\_\_\_/\_\_\_ (Date) ----- (Signature) \_\_\_/\_\_\_/\_\_\_ (Date)  
Primary Cardholder Additional Cardholder