Dispute Notification Form

WarehouseMoney

Send your completed form to: **info@warehousemoney.co.nz or Warehouse Money, PO Box 9245, Newmarket, Auckland 1149**

Your details

First name _____ Last name _____

Last 4 digits of your credit card number ☐☐☐☐

Customer number ☐☐☐☐☐☐☐☐ Account number ☐☐☐☐☐☐☐☐☐☐☐☐

Mobile number _____ Email _____

Dispute notification

Merchant name _____ Transaction date D D M M Y Y Y Y Amount $ _____

Why are you disputing this transaction?

- ◯ I don't recognise this transaction, please verify the merchant's name and location.
- ◯ I authorised payment for goods/services which I should have received on D D M M Y Y Y Y but I haven't received these.
- ◯ I gave authority to the merchant to debit my card, but I cancelled that authority on D D M M Y Y Y Y
- ◯ I authorised a payment of $ _____ but the amount charged to my card is $ _____ .
- ◯ I didn't authorise the merchant to charge for any goods/services to this credit card.
- ◯ I received a credit of $_____ on D D M M Y Y Y Y but this credit hasn't been processed to my credit card.
- ◯ I withdrew $ _____ cash from a _enter Bank's name_ ATM located at _enter the ATM's location/street address_ but I received $ _____ cash from the machine.
- ◯ Other

Please provide us with more detail about the dispute you are notifying us of and if applicable, how you have tried to resolve this matter with the merchant. Please attach supporting documents.

What you need to know

1. As part of our investigations, we may get in touch and ask you to provide us with more information about your Dispute Notification.
2. A Dispute Fee may be charged to your account. Please see our current Credit Card Rates and Fees.
3. You'll need to tell us immediately if you want to withdraw your Dispute Notification. A Dispute Fee may still be charged to your account even if you withdraw your Dispute Notification. Please see our current Credit Card Rates and Fees.

Your signature _____ Date D D M M Y Y Y Y