



Rabobank

February 2024

Disputed Transaction Claim Form

Talk to the world's leading food and agribusiness bank

Rabobank Australia Limited
ABN 50 001 621 129 AFSL 234 700

To contact your nearest branch
please call 1300 30 30 33
www.rabobank.com.au

The purpose of this form is to dispute a transaction and to make a claim for correction and/or compensation. Once complete, please return via either of these channels:

- Email to sydney.client.services@rabobank.com
- Reply Paid 4577, Rabobank Client Services, Sydney NSW 2001

For further assistance call Rabobank Client Services on 1800 025 484 (6am-8pm Monday to Friday, Sydney time).

Section A Client Details

Client Number

Visa Credit / Debit Card Number

Account name (if applicable)

Section B Dispute Type

- Unauthorised transaction
 Duplicated transaction
 Payment not received
 Incorrect amount
 Incorrect Payee/Recipient
 Deposit not credited

NOTE: If you wish to dispute multiple transactions, please provide a copy of the relevant transaction listing(s) highlighting all transactions that you did not authorise or participate in, and want to claim for correction and/or compensation.

Section C Transaction Type

- Cheque
 Direct Credit
 Direct Debit
 Debit Card

Section D Dispute Details

In your own words describe the disputed transaction

Section E Transaction/Claim Details

Transaction date

Transaction and Claim Amounts (if the transaction was unauthorised leave amount attempted blank)

Amount Attempted

Amount Received or Issued

Amount Claimed

Cheque

Bank Name

Branch

Cheque number

Payee

Direct Entry (Debit or Credit)

BSB Number

 -

Account Name

Account Number

Direct Entry Reference

Card

Cardholder Name

Visa Credit / Debit Card Number

 - - -

Card Expiry Date

Merchant Name

Transaction Reference Number

ATM EFTPOS Card purchase

If an ATM dispute, ATM location

ATM Owner

I acknowledge in signing this form I am making a statement that the above transaction is not correct. I am making a claim for compensation where available under the terms and conditions of the relevant account. I understand that Rabobank will make a decision after investigation, as governed by the terms and conditions of the account.

Name of Signatory

Date

Name of Signatory

Date

Signature

Signature