

Mistaken/Misdirected Payment Form



bcu is a division of Police & Nurses Limited ABN 69 087 651 876 AFSL 240701 Australian Credit Licence 240701
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When disputing a transaction you should make every effort to complete and submit this form as soon as the transaction is completed so we can investigate appropriately. (Refer to Savings Accounts Account & Access Channels PDS, Visa Debit Card Terms and Conditions, and Visa Credit Card Conditions of Use for your account).

PLEASE COMPLETE BELOW AND RETURN VIA MAIL, SECURE EMAIL OR TO A bcu BRANCH

Member Name _____ Member number _____
Contact Number _____ Email _____

Please list the transactions to be investigated and select from the below dispute or enquiry options:

Date _____ Transaction Details _____ Amount (AUD) \$ _____
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TRANSACTION ENQUIRY

- I have made an incorrect payment via iBank, to an incorrect PAYID
Correct PAYID: _____
- I have made an incorrect payment via iBank, to an incorrect:
- BSB Account number Saved payee Other: _____

Incorrect payment details:

Account Name: _____ BSB: _____ - _____ Account number: _____

Correct payment details:

Account Name: _____ BSB: _____ - _____ Account number: _____

DIRECT DEBIT ENQUIRY/DISPUTE

- I did not authorise the direct debit transaction/s and wish to dispute. I have contacted the merchant to try to resolve.
My last contact was on ___/___/____.
(Prior to proceeding with the dispute, bcu require a copy of all correspondence with the merchant attempting to resolve the matter.)
- I authorised the merchant to deduct regular payments from my account, however I cancelled the authority
on ____/____/____.
I have contacted the merchant to try and resolve this matter. My last contact was on ____/____/____.
(bcu require a copy of your instructions to the merchant to cancel the authority and all correspondence with the merchant attempting to resolve the matter.)

MEMBER CHEQUING DISPUTE

- I did not authorise cheque no _____ for \$ _____ and wish to dispute the transaction.
Police Report No. _____
(Prior to proceeding with the dispute, bcu require a signed letter of dispute).
- I authorised cheque no _____ for \$ _____ and this was processed for the incorrect amount of \$ _____.
- Please perform a trace on cheque no _____ (fee applicable)

