

**CUSTOMER INVESTIGATION REQUEST – QANTAS PREMIER CREDIT CARD TRANSACTIONS**

Return the form via email\* to [chargeback@premier.qantasmoney.com](mailto:chargeback@premier.qantasmoney.com), or

Post to: Qantas Money, Credit Card Disputes, Transaction Services, GPO Box 40, Sydney NSW 2001

**This form is only for the Qantas Premier credit card.**

Customer Name	Qantas Premier Credit Card Number	
File reference	Amount	
Transaction Date	Merchant Name	Reference

**I dispute the above mentioned transaction(s) 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 was or was not 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(s).
<input type="checkbox"/> <b>Duplicate billing</b> – I was charged more than once for a single authorised transaction. I authorised \$ _____ on _____ (date).
<input type="checkbox"/> <b>Incorrect amount charged</b> – Amount charged is incorrect, the transaction amount should be \$ _____. <u>Documentation Must Be Provided:</u> Please enclose transaction receipt/invoice copy with correct amount.
<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 Must Be Provided:</u> Please enclose proof of payment by other means i.e. a copy of cash receipt, other credit card or bank statement.
<input type="checkbox"/> <b>Cancelled accommodation</b> – Accommodation was booked and cancelled within cancellation policy <u>Documentation Must Be Provided:</u> Please enclose proof of cancellation. i.e. E-mail confirmation, cancellation number and cancellation date _____.
<input type="checkbox"/> <b>Cancelled membership/subscription</b> – Date Cancellation was made _____. <u>Documentation Must Be Provided:</u> Please provide copy of cancellation notice e.g. email website cancellation screenshot .
<input type="checkbox"/> <b>Goods and/or service dispute:</b> Goods were to be received / services were to be rendered on: ____/____/____ <u>Documentation Must Be Provided for Goods and Services Dispute:</u> <ul style="list-style-type: none"> <li>• A copy of the transaction receipt or other documentation containing a written description of the merchandise or services purchased.</li> <li>• Communication proof Cardholder attempted to resolve the dispute with the Merchant but was not successful</li> </ul>
<input type="checkbox"/> <b>ATM transaction not completed</b> – Cash was not dispensed/ATM only dispensed \$ _____, but transaction has been billed to my account.
<input type="checkbox"/> <b>Not as described or defective merchandise</b> – Goods received on _____ and returned on _____. <u>Additional Documentation Must Be Provided:</u> <ul style="list-style-type: none"> <li>• Copy of invoice showing the item description (e.g. model, colour, size, brand etc)</li> <li>• Details description of the defect</li> <li>• A neutral 3rd party opinion to help cardholder support its claim and explanation of what was not as described or defective. (e.g. certificate from authorised third party dealer to prove the merchant sold counterfeit / Customs certificate if destroyed in Customs)</li> <li>• Proof of shipping of returned merchandise including date merchandise was returned, name of shipping company, invoice/tracking number and the date merchant received the merchandise.</li> </ul>
<input type="checkbox"/> <b>Credit not processed</b> - Goods returned to merchant but refund not processed. <u>Additional Documentation Must Be Provided:</u> <ul style="list-style-type: none"> <li>• Please enclose credit transaction receipt or letter from merchant stating credit authorised. OR</li> <li>• 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.</li> <li>• A copy of the return/refund policy or Terms and Conditions</li> </ul>
<input type="checkbox"/> <b>Other</b> – If your dispute does not fall into any of the above categories, please attach a detailed explanation of the circumstances surrounding your dispute.
<input type="checkbox"/> I am no longer disputing this transaction and request to close this case.

**I authorise Qantas Money to investigate/correct the transaction(s) in dispute. Where applicable I enclose relevant supporting documentation requested above.**

\_\_\_\_\_(Signature)

\_\_\_\_/\_\_\_\_/\_\_\_\_(Date)

Primary Cardholder

\_\_\_\_\_(Signature)

\_\_\_\_/\_\_\_\_/\_\_\_\_(Date)

Additional Cardholder

**\*Email is not a secure communications channel. We recommend that you encrypt information you send to us. If you wish to encrypt emails, please contact us on 1300 992 700 for further instruction. We accept no liability should the information you send us be intercepted by a third party.**

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) (NAB) is the Credit Provider and Issuer of Qantas Premier Credit Cards on behalf of Qantas Airways Limited ABN 16 009 661 901. NAB has acquired the business relating to the Credit Cards from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the products.