



# Loaded card transaction dispute form

Dispute Form (valid from 010210)

## Section 1: Dispute process

Before filling in this form, please check the following list to see if we can help you:

1. If you have a dispute regarding a product or service you have purchased with your Loaded card, you should approach the retailer/supplier directly to resolve the issue. New Zealand Post Group is unable to provide dispute support in these circumstances.
2. Check the date of the transaction. Transactions older than 30 days cannot be disputed.
3. Contact the retailer/supplier where you completed the original transaction and request that they apply a credit to your Loaded card.
4. If you do not get a satisfactory response from the retailer/supplier, complete all sections of this form and attach supporting receipts and/or explanation, and post it to: Kiwibank Ltd, Card Services, PO Box 38700, Wellington, 6332 or fax it to 04 460 6887.

This is likely to be quicker than the 120 days it may take for us to apply a credit for a successful dispute.

If your transaction dispute is successful you will receive a credit on your account.

## Section 2: Disputed transaction details

Your name: \_\_\_\_\_ Card number: \_\_\_\_\_

Card type:  Loaded  Loaded for Travel  Loaded for Christmas

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Contact phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Transaction amount: \_\_\_\_\_ Transaction number: \_\_\_\_\_

Transaction date: (e.g. 31 March 2008) \_\_\_\_\_

Retailer/supplier name(s): \_\_\_\_\_

Transaction description: (Please provide additional information on a separate sheet if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Loaded - 0800 LOADED (662333) Loaded for Christmas - 0800 FOR CHRISTMAS (367247)  
LOADED for Travel - 0800 TAKE FLIGHT (825335)



### Section 3: Dispute reason

Please select one reason

- I did not authorise the above transaction and I, or anyone authorised by me, did not receive any goods or services from the transaction.
- I did authorise the above transaction but I, or anyone authorised by me, never received the merchandise. It should have arrived by (please insert anticipated delivery date):  
\_\_\_\_\_
- I did authorise a transaction with the above retailer/supplier but I did not authorise this particular transaction. My Loaded card was in my possession at the time of the disputed transaction.
- I did authorise the above transaction, but (choose a or b)
  - a) The retailer/supplier increased the amount of the transaction from \_\_\_\_\_ to \_\_\_\_\_
  - b) I am disputing a portion of the transaction. I dispute:  
\$ \_\_\_\_\_
- The above transaction is a duplicate of a transaction I authorised on.  
(Please insert date):  
\_\_\_\_\_
- I received a credit slip but the retailer/supplier applied it as a charge. I enclose a copy.
- I received a credit slip but the retailer/supplier has not applied it yet. I enclose a copy.
- I guaranteed a hotel reservation for late arrival and subsequently cancelled it.  
(Please insert date and time):  
\_\_\_\_\_  
The hotel gave me the following cancellation number:  
\_\_\_\_\_
- Other reason.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Section 4: Declaration

I certify that the above is true and correct.

Cardholder signature: \_\_\_\_\_

Date: \_\_\_\_\_

