



# Prezzy® card transaction dispute form

epay, PO BOX 132122, Sylvia Park, Mt Wellington 1644

Dispute form (valid from 11 Nov 2020)

## 1 Customer details Please print your details clearly in CAPITAL letters, using a pen

Name  Access number   
 (if applicable)

Card number

## 2 Disputed transaction details

I wish to dispute the following transaction/s on my Prezzy Card Credit Card account:

Transaction date	Transaction time	Merchant	Amount
DD / MM / YYYY	HH / MM	<input type="text"/>	\$ <input type="text"/>
DD / MM / YYYY	HH / MM	<input type="text"/>	\$ <input type="text"/>
DD / MM / YYYY	HH / MM	<input type="text"/>	\$ <input type="text"/>
DD / MM / YYYY	HH / MM	<input type="text"/>	\$ <input type="text"/>
DD / MM / YYYY	HH / MM	<input type="text"/>	\$ <input type="text"/>

Please select the reason you would like to dispute these transaction/s (please tick)

- I'm unsure about this transaction, please clarify the following details:
  - Merchant name
  - Merchant location
  - Transaction date
  - Transaction amount
  - Other (please specify more details on page 2).
- I did authorise this transaction, but I haven't received any goods or services. They were expected on DD / MM / YYYY. I've attached documents showing the expected service or delivery date.
- The merchant was authorised to deduct automatic payments from my account, but I cancelled/attempted to cancel the authority on DD / MM / YYYY. I've enclosed a copy of my instructions to the merchant to cancel the authority.
- The amount appears to be altered from \$  to \$ .  
(Please attach a copy of the sales voucher, receipts etc and specify more details on page 2).
- I've already paid for goods or services by an alternate means - e.g. cash, another credit card, travellers cheques.
- I only authorised one transaction (possible duplication). The date of the original transaction was DD / MM / YYYY.
- Neither I nor any additional cardholder have authorised or participated in this transaction from the above merchant, nor received any goods or services.
- The goods I received were not as described or the goods received were defective/damaged.
- I received a credit for \$  on DD / MM / YYYY which has not been processed. I've enclosed a copy of the credit transaction receipt. Merchandise was returned on DD / MM / YYYY. I last contacted the merchant about this matter on DD / MM / YYYY.
- I tried to withdraw cash from an ATM and didn't receive all or part of the cash (please specify more details on page 2).

## 3 Authorisation

I give my consent for epay to act on my behalf and understand that when I lodge a dispute and it is not upheld, epay reserves the right to debit the transaction and to charge a disputed transaction fee.

Primary cardholder's signature

DD / MM / YYYY

When complete, please return this form and supporting documents via either:

Mail: PO BOX 132122  
Sylvia Park  
Mt Wellington 1644

Or email to: chargeback@epayworldwide.co.nz

**You must sign this form.**

**Important: Please ensure you complete page 2 of this form and attach copies of any documents that support your claim. Lack of documentation may delay resolution of your dispute. A dispute handling fee may be charged.**



