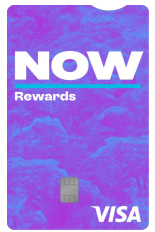


NOW Rewards Visa

Dispute Notification Form



Send your completed form to:

info@nowvisa.co.nz or NOW Rewards Visa, PO Box 1204, Invercargill 9840

Your details

First name

Last name

Customer number

Account number

Mobile number

Last 4 digits of your credit card number

Email

Direct debit authority

Merchant

Transaction

DD MM YYYY

Amount

\$

Why are you disputing this transaction?

- I don't recognise this transaction, please verify the merchant's name and location.
- I authorised payment for goods/services which I should have received on but I haven't received these.
- I gave authority to the merchant to debit my card, but I cancelled that authority on
- I authorised a payment of \$ but the amount charged to my card is \$
- I didn't authorise the merchant to charge for any goods/services to this credit card.
- I received a credit of \$ on but this credit hasn't been processed to my credit card.
- I withdrew \$ cash from a ATM located at but I received \$ cash from the machine.
- Other

Please provide us with more detail about the dispute you are notifying us of and if applicable, how you have tried to resolve this matter with the merchant. Please attach supporting documents.

What you need to know

1. As part of our investigations, we may get in touch and ask you to provide us with more information about your Dispute Notification.
2. A Dispute Fee may be charged to your account. Please see our current Credit Card Rates and Fees.
3. You'll need to tell us immediately if you want to withdraw your Dispute Notification. A Dispute Fee may still be charged.

Authorised signature

Date

DD MM YYYY