

Purple Visa Credit Card Dispute Notification Form



Send your completed form to: info@purplevisa.co.nz or SBS Money Limited, PO Box 1204, Invercargill 9840

Your details

First name

Last name

Last 4 digits of your credit card number

Customer number Account number

Mobile number

Email

Direct Debit Authority

Merchant

Transaction

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

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

Your signature

Date