

## UQ CORPORATE CREDIT CARD DISPUTE INSTRUCTIONS

**Use the attached Commonwealth Bank's *Customer Investigation Request for Disputed Corporate Card Transactions* form to dispute a transaction on your UQ Corporate Credit Card**

The cardholder is responsible for promptly lodging and resolving any UQ corporate credit card disputes as per UQ Policy and Procedure [9.10.09 Corporate Credit Cards](#), section 3.2 Disputing a transaction.

Cardholders can dispute a transaction by lodging a Dispute Declaration Form via email to the Expense Management Team at [expenses@uq.edu.au](mailto:expenses@uq.edu.au).

A dispute must be lodged within 30 days of the transaction date. Failure to lodge a transaction dispute in time will result to the cardholder's organisational unit being liable for the transaction and the associated expense.


Cardholder will also need to show the transaction as disputed in UQ's Expense Management System (EMS) [ProMaster](#). Detailed information on how to dispute a transaction or resolve a dispute are available on the full suite of [EMS Training Material](#) at [Learn.UQ](#).

### PLEASE NOTE:

**DO NOT FAX your dispute form to Premium Service Centre listed on the form  
Completed and signed forms must only be emailed to [expenses@uq.edu.au](mailto:expenses@uq.edu.au)**

# Customer Investigation Request for Disputed Corporate Card Transactions



 Please keep a copy of this completed form and original documentation.

- The signed form must be sent to the address indicated.
- If acknowledgement of your fax is not received within 5 days please follow up.
- Please acknowledge your account maybe stopped and reissued as required.

**Please return completed form to:**  
 Premium Service Centre, Operations Processing Centre, Reconciliations and dispute.  
 Facsimile number 1300 729 512

**Section 1 – Account Details**

Credit Card account number	Company name	Facility number
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Title		Surname
<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other		Initials
<input style="width: 95%;" type="text"/>		<input style="width: 95%;" type="text"/>

**Section 2 – Type of disputed transaction (please tick as appropriate)**

I did not authorise the transaction(s) nor did any other party to this account.  
 Please acknowledge your acceptance of us stopping your account before we can investigate the dispute , a new card will be issued. We cannot commence with investigation until the card has been stopped.

I have not completed a transaction for the same amount with a different merchant.

I only authorised one of the transactions (apparent duplication).


I did engage in the transaction but did not receive the goods/services ordered (mail/telephone order).  
 I have contacted/attempted to contact the merchant without success.

I have cancelled the authority with the merchant but my account is still being charged.  
 I enclose a copy of my letter of cancellation to the merchant and confirm the authority was cancelled on

The attached credit voucher has not been credited to my account.

I used another method of payment for this transaction, not the above credit card account and I enclose my proof of payment.

Other (e.g. amount(s) incorrectly processed).


 **Please attach copy of voucher(s) and any other documentation available that may assist us in our investigation.**

**Section 3 – Please specify the exact nature of the dispute and if contact has been made with the merchant involved.**

**Section 4 – Details of disputed transaction(s) as they appear on your statement. Please attach a copy of statement(s) if available.**

Date	Merchant description	\$ Amount
		\$
		\$

I authorise the Bank to stop my account as required and correct the transaction(s) in dispute.

 We cannot commence with this investigation if the account is not stopped.

Cardholder signature	Date	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Address		
<input style="width: 95%;" type="text"/>		State      Postcode
Home telephone number (incl STD area code)	Business telephone number (incl STD area code)	Email address
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>