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 3.11.3 Disputing a transaction.

Cardholders can dispute a transaction by lodging a Dispute Declaration Form via email to the Expense Management and Payment team at 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.

The Cardholder will also need to resolve the disputed transaction by reconciling in UQ’s Expense Management System (EMS) ProMaster. Detailed information on how to resolve a dispute are available on the full suite of EMS Training Material at Workday.

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
**Investigation Request for Disputed Corporate Card Transactions**

- Please keep a copy of this completed form and original documentation.
- Please acknowledge your account maybe stopped and reissued as required.

**Privacy Notice:**
We collect personal information such as contact and identity details of each person nominated on this form to verify your personal details to fulfil the nominated role on behalf of your account holding company. If you would like to know more about how we handle your personal information or how you can access or correct it visit our Privacy Statement on our website [http://www.commbank.com.au/privacy](http://www.commbank.com.au/privacy).

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### Section 1 – Account Details

<table>
<thead>
<tr>
<th>Card number</th>
<th>Company name</th>
<th>Facility number (N/A or Prepaid)</th>
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<table>
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<tr>
<th>Cardholder surname</th>
<th>Cardholder full given name(s)</th>
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**Select card type**

- Corporate Card
- Procurement Management Account
- Virtual Card
- Prepaid Card

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### 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 amount with a merchant.
- I only authorised one of the transactions (apparent duplication).
- I did engage in the transaction but did not receive the goods/services ordered (mailtelephone 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. (DD/MM/YYYY)
- 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 card account and I enclose my proof of payment.
- Other (e.g. amount(s) incorrectly processed).

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Please attach copy of 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

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

<table>
<thead>
<tr>
<th>Date (DD/MM/YYYY)</th>
<th>Merchant description</th>
<th>$ Amount</th>
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I authorise the Bank to stop my account as required and correct the transaction(s) in dispute.

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<th>Cardholder signature (or Point of Contact)</th>
<th>Date (DD/MM/YYYY)</th>
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Primary email address for communications regarding this dispute

Secondary email address (if required)