

# Direct Card Enquiry/Complaint Form

Enquiry/Complaint Notification Form –  
Please email to customercare@advantagedge.com.au

**Borrower name** \_\_\_\_\_

**Card number**

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**Loan ID**

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**Contact details (H)** \_\_\_\_\_

Address \_\_\_\_\_

(W) \_\_\_\_\_

(M) \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

(email) \_\_\_\_\_

## (a) System malfunction

(i) ATM cash dispensing malfunction

(ii) Other system malfunction

Date of transaction \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Time of transaction \_\_\_\_\_ am/pm

ATM owner \_\_\_\_\_

ATM/Terminal ID \_\_\_\_\_

Location \_\_\_\_\_

Sequence no. \_\_\_\_\_

Card captured  Yes  No

Details of problem \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Amount requested from ATM \$ \_\_\_\_\_

Amount received from ATM \$ \_\_\_\_\_

## (b) Unauthorised transactions

(i) Card/PIN lost or stolen

(ii) Card/PIN not lost or stolen

(iii) Other \_\_\_\_\_

Was card signed?  Yes  No

Card was  Lost  Stolen

Was PIN recorded anywhere?  Yes  No

If yes, where? \_\_\_\_\_

PIN record was  Lost  Stolen

If yes, where? \_\_\_\_\_

Has PIN been disclosed to anyone?  Yes  No

If yes, who? \_\_\_\_\_

Location of incident \_\_\_\_\_

Date of incident \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_ Time \_\_\_\_ am/pm

Details of card/PIN loss \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Loss reported to  
(which organisation) \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_ Time \_\_\_\_ am/pm

Reference no. \_\_\_\_\_

Reported to Police \_\_\_\_\_

Location \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_ Time \_\_\_\_ am/pm

Report no. \_\_\_\_\_

Date of last transaction \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Amount of last transaction \$ \_\_\_\_\_

Borrower's signature \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

### To be completed by the Card Issuer staff

Processed by \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_