

Optus Pay disputed transaction form

The purpose of this form is to create a report of charges (called transactions) that you would like to challenge or reject (called dispute). Please scan and send your completed form to the Optus Pay Team via: **Email: optuspay@heritage.com.au**

Part 1: Please complete each item in this section

✓ **Is your phone in your possession** Yes No

Mobile or Phone Number _____ Name _____

Address-1 _____ Address-2 _____

City _____ State _____

Post Code _____ Email Address _____

Please list the transaction(s) you would like to dispute

Date _____ Merchant Name _____ Amount _____

Date _____ Merchant Name _____ Amount _____

Date _____ Merchant Name _____ Amount _____

Date _____ Merchant Name _____ Amount _____

Part 2: Please complete each item in this section

✓ Please check the category (either 1, 2 or 3) which best describes your dispute and fill in the details below (if not enough room provided please provide further details in Point 3. A.).

For Fraudulent Transactions

1. I certify I did not make the transaction(s)

I have not authorised the charge(s) listed in Part 1. I have not ordered merchandise/services associated with those charges.

Was the phone lost or stolen? Yes No

- If yes, when did you report the loss/theft to Optus? _____

OR

2. I did authorise the transaction(s) however

I have not received the merchandise, or

I have not received the expected services, or

Note: You must include a copy of the contract or agreement that details these services

The merchandise I received was defective or counterfeit

Note: You must attempt to return the merchandise to the merchant before filing this claim and then provide proof of return and explanation of the defect. If you have them, attach to this claim form the reply from the merchant including copies of any correspondence between you and the merchant.

The expected delivery date is/was: _____

Describe the merchandise to be received: _____

If defective/counterfeit describe the merchandise received _____

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Part 2: Continued



Agreed upon location for delivery of merchandise: _____

Have you attempted to resolve this with the merchant? Yes No

If yes,

- Date of most recent contact eg: dd/mm/yy _____
- Name of Contact: _____
- Contact method (Please provide number/email address: _____
- Merchant's response: _____

Have you cancelled the order with the merchant? Yes No

If yes,

- Cancel date: eg: dd/mm/yy _____
- Cancellation code (if any): _____
- Spoke with: _____
- Cancellation reason: _____

OR

3. I did authorise the transaction(s) HOWEVER I was expecting a refund due to:

- I cancelled a reservation/membership but was still charged.
Date of cancellation _____ / _____ / _____ Cancellation number: _____
- I authorised one charge but more than one charge was made to my card.
- I authorised a 'Free trial'/postage only charge to my account but additional debits have been processed.
- The amount I authorised is different than the amount that showed up on my card.
Note: If this was a mail order then you must include a copy of the sales slip or packing invoice.
- I received a credit slip but the credit has not appeared on my statement.
Note: You must include a copy of your credit slip
- I paid for this transaction using other means.

Have you attempted to resolve this with the merchant? Yes No

If yes,

- Date of most recent contact eg: dd/mm/yy _____
- Name of Contact: _____
- Contact method (Please provide number/email address: _____
- Merchant's response: _____

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Part 2: Continued

If incorrectly charged amount,
 - What was the correct amount for the transaction? _____

If paid using other means,
 - How was the transaction paid for? _____
 - For Credit Card please provide a statement showing the transaction, for cash please provide a receipt for the transaction via email.

A. Why are you disputing the transaction(s)?

B. How has the merchant responded?

Part 3: Signature and consent

I give my consent to have this dispute/claim reviewed by a dispute investigator and understand that I may be asked to provide additional details for this investigation.

I understand that incomplete or inaccurate information could result in the decline of my dispute. If, after investigation, it turns out I made the disputed transaction, I understand that I will be charged a \$10 processing fee.

Cardholder Name	Cardholder Signature	Date

Please note that if charges were fraudulently posted to your facility (your phone was stolen), we will block your current facility for your protection and security. To restore your facility, you will need to obtain a new NFC SIM or accessory from Optus by calling 1800 034 904 and then once you have completed the SIM swap, follow the instructions provided in the app. The resolution timeframes are governed by the Visa scheme rules and regulations and will vary, depending on the circumstances of the dispute. Most disputes are resolved within 30-90 days after lodging the dispute. We will keep you informed of the progress of your dispute and will contact you if further information is required.