

Direct Card Enquiry/Complaint Form Enquiry/Complaint Notification Form – Please email to customercare@advantage.com.au

Borrower name _____

Card number

Loan ID

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 ____ / ____ / ____