

Section 1

Name of User

Address of User

Member Number

Other users authorised to operate on the relevant account(s)

Section 2

Transaction details of the transaction to be investigated

Type of access method used

Date	Time	Wdl/Dep/Other

Amount Requested

Amount Received

Type and location of electronic equipment used

Details of problem

Details of last valid transaction

Office Use Only EFT Ref No.

Section 3

Card Loss Circumstances

1. Was card signed? Yes No
2. Was Card Lost Stolen
Date / / Time Place
3. Loss reported to Organisation
Date / / Time Reference Number
4. Loss reported to Police Other
Date / / Time Where

Code Circumstances

5. Where was the code recorded or kept
6. Was Code Lost Stolen
Date / / Time Place
7. Loss reported to Organisation
Date / / Time Reference Number
8. Loss reported to Police Other
Date / / Time Where
9. Has code been disclosed to anyone? Yes No
10. If yes to whom has code been disclosed? Spouse Family Other
11. How and where did the loss of the card/code occur (include information regarding any other institutions' cards and include relevant details about steps taken to ensure security of device or coded)
12. Date of last valid transaction Amount \$

Member Signature

Date