

# Direct Card Enquiry/Complaint Form

Enquiry/Complaint Notification Form –  
Please email to customercare@advantagedge.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 \_\_\_\_ / \_\_\_\_ / \_\_\_\_