



### 3. ADDITIONAL DETAILS

### 4. YOUR SIGNATURE

Primary Cardholder's Signature  
(required)

Date (DD/MM/YYYY)

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#### What we will do

ANZ will commence investigating your dispute within 5 business days from receiving the signed and completed form. ANZ will acknowledge receipt of your form and outline the next steps in the resolution process.

#### What you need to know about dispute resolution timeframes

Resolution timeframes vary depending on the nature of the dispute, and how the transaction is processed. These timeframes are governed by the Global Scheme Rules (Visa, MasterCard and American Express), and the ePayments Code. We will keep you informed of the progress of your dispute and may contact you if further information is required. Should you wish to speak to us about your dispute, please call **13 13 14**.

### 5. WHAT TO DO NEXT

Please submit via email, fax or mail as per below details.

[Print Form](#)



Fax: 1800 283 515 ( Local )  
61 3 9538 5141 ( International )



Email: [onlinedt@anz.com](mailto:onlinedt@anz.com)



Card Disputes  
ANZ Cards  
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