



# EFT Transaction Enquiry / Complaint

## 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  /  /