

Customer Statement of Disputed Transaction

- Please tick only one item. Use a separate form or additional pages to document each dispute.
- Email to: disputes@universalgiftcard.com.au
- As per our fraud policy, we are unable to investigate any transaction that is older than 120 days. All claims that do not meet the terms and conditions will be denied.
- Please read our Privacy Notification below

Your Name: _____ Proxy #: _____ Amount: \$ _____

Transaction Date: ____/____/____ Post Date: ____/____/____ Reference Number: _____

Transaction Description: _____

1. I certify that the charge listed on the statement was not made by me nor a person authorized by me to use my card. I did not receive any goods or services from this transaction nor did any person authorized by me.
2. Although I did engage in a transaction with the above merchant, I have no knowledge of this particular transaction. It was not authorized by me or anyone representing me. My card was in my possession.
3. Although I did engage in the above transaction: (please circle ONE of a. to f. and complete the appropriate statement and provide as much detail as possible to support your statement):
- a. The dollar amount of the sale was incorrectly increased from \$ _____ to \$ _____
I am enclosing a copy of my sales receipt, which reflects the correct dollar amount.
- b. I dispute the entire charge, or this portion of it: \$ _____. I have contacted the merchant and a credit may have been applied to my account. (Please provide details of the circumstances surrounding this transaction and your calculations used to derive the correct amount, if amount is less than the total billed to your account.)
- c. I have never received the merchandise. I expected to receive it during the week of _____ (date.) I have contacted the merchant and asked that a credit be applied to my account.
- d. All or part of the delivered merchandise was defective or damaged when received. I returned the merchandise on ____/____/____ (date) but have not received a credit for the amount of \$ _____. I am enclosing a detailed statement describing the defects of the merchandise and am enclosing a copy of my proof of return list of the merchandise received, the items returned, and the cost of each item.
- e. The above transaction is a duplication of an authorized transaction that took place on _____ (posting date.) The reference number of that authorized transaction is: _____.
- f. I am enclosing a detailed explanation of the reason(s) the merchant was not able or willing to provide the requested merchandise/services. I am also providing details of my attempts to resolve this matter with the merchant, including date(s) and the merchant's response(s).
4. I received a credit slip, but it was applied to my account as a charge. I am enclosing a copy of this credit slip.
5. I received a credit slip, but it has not yet been applied to my account. I am enclosing a copy of this credit slip.
6. I guaranteed a hotel reservation for late arrival and subsequently cancelled it on ____/____/____ (date) at _____ (time). I was given the following cancellation number: _____
7. Other reason:

Cardholder Signature: _____ Date: _____

Home Phone # _____ Work Phone # _____

Email address: _____

Replacement card address: _____

Privacy Notification

The Australian Privacy Principles require us to notify you that:

- Universal Gift Card Pty Ltd ABN 25 092 828 772 (UGC) may be contacted by:
 - email info@universalgiftcard.com.au
 - phone 02 9556 7560
 - mail PO Box 177 Balmain NSW 2041

- the entity or the person who purchased your card may have given us your name and address details and other information, which the Australian Privacy Principles define as “personal information”, and you are now supplementing that information with more information.

- the circumstance which led to us receiving that information is that the purchaser of your card wished to obtain from us and give to you one or more gift cards or vouchers. We can provide contact details for that purchaser to you if required.

- the purposes for which this information has been and is being provided may include:
 - to open a prepaid card account
 - to produce a prepaid card and despatch it to you
 - to provide you with assistance in the use of your card – via website and call centre

- therefore, the consequences of not providing this information are:
 - to render the prepaid card account anonymous
 - to prevent us from initiating delivery of the card to you
 - to frustrate our provision of customer service through the call centre or the dispute resolution process

- any personal information provided may be disclosed to:
 - our processor who creates and maintains the card accounts and provides call centre services. Our processor’s operations are global, so your personal data held by our processor may be held in Australia, USA, and India.
 - our card manufacturers who supply, encode, and despatch the cards
 - Australia Post or couriers who deliver the gift cards
 - entities involved in the creation, hosting and maintenance of relevant websites
 - entities in the VISA payment network
 - the Issuer of our cards

- in our Privacy Policy we state
 - how you may access your personal information and seek to correct any inaccuracies in it
 - how you may complain about an alleged breach by us of the Australian Privacy Principles, and how we will deal with such a complaint.