



E-Fraud Dispute Form

For any enquiries contact us on **1300 654 998** Mon to Fri 8am-8pm or Sat 9am-5pm (Melbourne time).
 Please return this form:
 By fax to: 03 9708 4740
 By email to: melb.fraudgroup@mebank.com.au
 By mail to: ME Bank Dispute Team, GPO Box 1345, Melbourne VIC 3001.

Account details

Account name

Account/Card number:

Schedule of Disputed Transactions

Date	Receipt Number	Recipient Name	Amount

Please answer the below questions.

1. Prior to discovering the unauthorised transactions, when was your last log on?

2. Does anyone else know your Customer Registration Number and Password? Please tick one of the below:

Family members Partner/Girlfriend/Boyfriend Work Colleagues No one else Others, please specify

3. Where do you have these details recorded? Please tick one of the below:

Not recorded In a diary On a computer On a mobile device e.g.: phone, ipad Others, please specify

4. Do you share the computer used for conducting the unauthorised transaction(s) with anyone else?

5. Please tick the applicable statements that best describe your experience in computer security.

I apply security patches to my computer on a regular basis Y N

I use anti virus on my computer Y N

My anti virus system is updated everyday Y N

I scan my computer(s) for Virus/Trojans regularly Y N

6. Have you used a public computer to conduct transaction(s) using this service. Y N

I, , have not authorised or participated in the transaction(s) listed above, nor received any goods or services in connection with the above transaction(s). I will notify ME Bank immediately if I become aware of any material misstatement made in this declaration.

I authorise ME Bank to release any information or documents (including my banking records relevant to the claim) requested by the police or any other relevant regulatory body to assist them in conduct of their investigation into the circumstances giving rise to the claim.

Please sign and date the below.

Print name

Signature

Date

D	D	M	M	Y	Y
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