



**SECTION 4: NOTIFICATION OF UNAUTHORISED USE**



Loss or theft noticed	Date / /	Time	am/pm
Reported to	Greater Bank		
	<input type="checkbox"/>	Fiserv (FDI)	
	<input type="checkbox"/>	VISA Global Customer Assistance Service	
	<input type="checkbox"/>	Other – please specify	
Exact date and time reported	Date / /	Time	am/pm
Items(s) lost/stolen	Cards	PIN(s)	Both
Please provide further details of how card was lost or stolen			
Was the card signed?	No	Yes	
Have you disclosed your PIN to another person?	No	Yes	
If so, to whom?			
Has the card been used outside of Australia?	No	Yes	
If yes, where and when			
If a record of the PIN was maintained, state how and where details were recorded and an example			
Is this card in your possession	No	Yes	

**THE INFORMATION YOU PROVIDE ENABLES US TO MAKE A DETERMINATION ON YOUR CLAIM  
IT IS AN OFFENCE TO PROVIDE FALSE INFORMATION**

**CUSTOMER DECLARATION**

Cardholder's Signature	Date / /
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**OFFICE USE ONLY**

**COMPLETE THE TICK BOXES AND OTHER INFORMATION**

<b>Are there any tokens linked to this account?</b>	Yes	No
If selected Yes refer to the intranet page on Merchant-Initiated token transactions which is found in the following location <b>Branches and serving customers &gt; Services &gt; Payment Methods &gt; Tokens and Tokenisation</b>		
Incident form completed in full Unauthorised transaction reported to Police – Section 3 completed Card(s) hotcarded to prevent further unauthorised use Customer contact details are correct on TEAM Customer has signed the form Customer identified over the phone – form must still be signed Exact time staff completed the incident form _____ am/pm Branch Name ..... Contact Centre Employee name and payroll number .....		