

# ATM cash discrepancy

Bank ID  Customer Name

Card No

Date of Transaction  /  /  Time of Transaction  :  am/pm ATM Location

Amount Requested \$  Amount Received \$  Amount of Claim \$

Additional information concerning transaction:

  
  
  
  
  
  
  
  

## Terms and conditions

### Declaration and Acknowledgement by Applicants

1. The Account holder/s (You) acknowledge and represent that you have received and read, and that you understand the Privacy Notice. You consent to the collection, use and disclosure of your personal information, including sensitive information (such as membership of a trade or professional association, health information and criminal record) in the manner contemplated in the Privacy Notice. You also consent to RACQ Bank (and its related entities) using your email address and telephone number to communicate with you for any of the purposes disclosed in the Privacy Notice.
2. You acknowledge RACQ Bank has a Privacy and Credit Reporting Policy that describes how RACQ Bank deals with your personal and credit reporting information. RACQ Bank also deals with your information in accordance with the RACQ Group Privacy Policy. You can access these policies at [racq.com/privacy](http://racq.com/privacy).

In consideration of RACQ Bank reimbursing me for the funds for the Disputed Transaction before the claim relating to it has been finalised, I acknowledge that:

- If the claim is denied, RACQ Bank will immediately reverse the credit already processed to my account;
- I must indemnify and keep RACQ Bank indemnified for the amount of the Disputed Transaction if the claim relating to it is denied; and
- I have the option to have the claim reviewed by senior management of RACQ Bank if it is not resolved to my satisfaction.

Signature

Date  /  /

Please note: The decision to approve or decline your disputed transaction(s) claim requests remains solely at the discretion of RACQ Bank.