

Please complete for lost/stolen card or unauthorised P.I.N generated transaction(s)

1. The last valid transaction was:

Date: / /	ATM/Merchant Location:	Amount: \$
---------------------	-------------------------------	----------------------

2. Was the card lost or stolen? If so, give the actual date and time the loss/theft occurred.

3. When and how did you become aware of the loss/theft?

4. How did you report the loss/theft to us? (eg. telephone/visit local Branch)

5. What was the date and time you did this?

6. How did the loss/theft occur? (eg. house-break in, purse/wallet stolen)

7. Where did the loss/theft occur? (eg. office, home, travelling on bus/train etc)

8. If the card was not lost or stolen, where was the card at the time of the transaction?

9. Was the card signed? Yes No

10. Have the Police been notified? If so, give details of the date and time and provide a copy of the Police Report.

11. Did you keep a record of your P.I.N. (either disguised or undisguised)? If so, how was it recorded and where was the record kept?

12. Was the record of the P.I.N. stolen as well?

13. Has the P.I.N. been disclosed to anyone else (including family members)? If so, provide the name, address, telephone number and relationship to you.

14. Please provide any additional information which you feel may help us in assessing your claim. This may include the circumstances surrounding the loss/theft of your card and/or P.I.N., the steps you took to ensure the security of your P.I.N. etc.
