

IMB ATM Discrepancies

Cash Withdrawals*, Cash Deposits

Please return form to IMB via:

POST: Cards & Payments

PO Box 2077

WOLLONGONG NSW 2500

EMAIL: cards@imb.com.au

IN PERSON: Drop off at any IMB Branch

Please complete this form in full. All sections are mandatory unless otherwise stated.

Card No.:

Account no.:

Cardholder name:

Mobile no.:

Incident Details:

Financial Institution:

ATM Location:

Date: / /

Time: am / pm

Type of transaction:

☐ ATM Withdrawal

Amount Requested \$

Amount Received: \$

☐ Cash Deposit Discrepancy

Amount Deposited at ATM: \$

Amount Deposited to Account: \$

DECLARATION BY CARDHOLDER

I declare as follows:

- That the information on this form is correct;
- I consent IMB to conduct such enquiries as may be necessary to satisfy my claim;
- I acknowledge that if any funds are reimbursed by IMB Bank, that IMB Bank may take necessary legal action against myself or any person(s) found to have misappropriated such funds.

PRIVACY NOTICE

IMB is committed to the protection of your personal information. We collect personal information to provide, manage and administer the products and services that we provide now and in the future. For information on how IMB holds, uses and discloses personal information and for details on how you can gain access to or seek the correction of the personal information we hold, or how you may complain about a privacy related matter, please refer to IMB's Privacy Notice and Privacy Policy which are updated from time to time and are available on our website at

Cardholder signature:

Date:

imbbank

IMB Ltd trading as IMB Bank ABN 92 087 651 974. AFSL/Australian Credit Licence 237 391

IMB OFFICE USE ONLY

BRANCH PROCEDURES:

1. Refer to Authorities Register for approval limits
2. Verify:
 - a. Signature(s) and method of operation via BDS Signature enquiry
 - b. Deposit attempted/performed on account via BDS transaction history
 - c. Card status via Front End

NOTE:

- *For any incident on an IMB ATM where it is an incorrect payment of withdrawal greater than \$500.00 refer to your manager for approval.
- Other financial institution members must contact their respective institutions.

WITHDRAWAL DISCREPENCY:

For assistance with this, please speak to your Branch Manager in the first instance.

1. Have customer complete the form
2. Record claim details below.
3. Complete Fiserv dispute form and email to disputes4@fiserv.com Once details have been obtained, refer to Retail Network procedures for ATM Withdrawal Disputes.
4. Process claim by completing a transfer from the branch General Ledger DSP, reference is account number and name, to the members account.
5. Update prosper with the details of the claim
6. Record the details in the Dispute Register as 'ATM Claim'

Only forward disputes forms to cards@imb.com.au for IMB members on other financial institutions

DEPOSIT DISCREPENCY:

1. Complete NCR dispute form and email to AU-Disputes.Cardtronics@ncratleos.com
2. Once NCR have responded refer to Retail Network procedures for ATM Deposit Disputes. If guidance is required, please speak to your branch manager in the first instance.

CLAIM DETAILS

Amount: \$ Date Account Opened:

Claim ☐ Approved ☐ Declined

Processed by: Staff No.: Date:

Approved by: Staff No.: Date:

