

Request for Replacement Card

(Please tick appropriate items below)

CARD:

Damaged Captured Lost Stolen Not Received

PIN:

Forgotten Not Received

Visa Debit Card Number _____

Mailing Address _____

Visa Credit Card Number _____

Suburb _____ State _____ Postcode _____

rediCARD Number _____

Telephone W () _____

Card Name _____

H () _____

Member No. _____

Mobile _____

Account No. _____

Email _____

I confirm that I have reported the loss or theft of my Visa/rediCARD to the Cardholder lost and stolen card hotline (1800 648 027).

I/We request that you issue a replacement for the above item/s and authorise you to debit my/our account for each replacement card, as per the Defence Bank Fees and Charges Schedule.

PLEASE NOTE:

It is the cardholder/s responsibility to cancel any regular Direct Debit authorisations for the Visa Debit or Credit Card being cancelled, ie. Internet Subscriptions.

ATM/EFTPOS Transaction Enquiry/Complaint Forms are to be completed only where Visa/rediCARD complaints relate to disputed or unauthorised PIN transactions.

Member Signature _____

Date / / _____

Member Signature _____

Date / / _____

OFFICE USE ONLY

Identification Details _____

Hotline contacted if card lost, stolen, captured or not received _____

Processed By _____

Hotline Reference No. _____

Date / / _____

Service Centre/Dept _____

- rediCARD – Status changed to CLOSED
- Visa – Status changed to Lost or Stolen
- Limit group changed to 'No Access'
- Note loaded on account
- New card ordered
- Replacement Card Fee processed