

Dispute a Transaction

Do you have a transaction you don't recognise?

If you wish to dispute a transaction on your card, you should do this as soon as possible and in accordance with the timeline for your card.

Disputing a Transaction

- Print and complete the Disputed Transaction Form
- Download, print and scan any documents and receipts.
- Return the form and documents to us.
- We will investigate and let you know once resolved.

Getting the form back to us

- Hand it in at our branch 3/71 King St Newcastle NSW 2300
- Fax it to us on : 02 49294751
- Email it to us : info@novaalliancebank.com.au
- Mail it to : PO Box 789 Newcastle NSW 2300

[Download a Disputed Transaction Form](#)