

Information about Chargebacks & Disputed Visa Transactions



Gateway Credit Union Ltd
ABN 47 087 650 093 AFSL No 238293

As a Visa Debit Card holder you have rights under the rules of the Visa card scheme to dispute transactions on your card if a transaction has been made without your authorisation or duplicated by the merchant. You may be entitled to recover the amount of the purchase under the scheme's Chargeback Rules.

You must notify us as soon as you become aware that an unauthorised transaction has occurred on your account, as there are set time frames in which transactions can be disputed under the Chargeback Rules. Gateway will investigate and charge back the amount (if your claim is successful) as quickly and efficiently as possible. Please remember that disputed transactions can take some time to resolve. However, we will always advise you of the outcome of your claim as soon as possible.

Call us on 1300 302 474 or if overseas +612 9307 4200

www.gatewaycu.com.au