

29/11/2018

MR DAVID A BERLUSCONI
PO BOX 676
ENGADINE NSW 2233



Dear MR DAVID A BERLUSCONI

We need some more information about your transaction

Thanks for getting in touch with us about the disputed transaction on your account. We want to help sort this out as quickly as possible for you - but first, we need you to provide us with a little more information.

Here are the details of your case:

Your case number : 1681538

Your account number: 535316***5920**

Transaction Date	Merchant Details			Amount
18 August 2018	WWW.ALIEXPRESS.COM	LONDON	GBR	\$14.86

What do you need to do?

In order to continue our investigation, we'll need the following things from you:

- A copy of the original sales receipt, invoice, work order, brochure or contract
- A signed letter describing the difference between what you ordered, what you received, or what was wrong with the item
- An independent assessment from a licensed expert, written on their business letterhead. This will need to explain the difference between what you were promised and what you actually received (required by industry rules)
- Details or proof (for example, an email) of how you tried to sort it out with the seller
- Details or proof that you returned the item (if applicable), and a copy of the postal or courier receipt signed by the seller to show they accepted your cancellation or return

Please send this back to us within the next 14 days, by email to **CCD_corro@cba.com.au**, by fax to **(02) 8737 3622** or by post to:

Commonwealth Bank
PO Box 492
Lidcombe NSW 1825

You can also visit any of our branches and we'll send it for you.

We're here to help

If you have any questions or need more information, please call **1800 701 355** between 9am and 5pm (AEST/AEDT), Monday to Friday.

Yours sincerely

Commonwealth Bank
Processing Services

Checklist – please return with your documents

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Regarding the above transaction and your letter dated 29 November 2018, please find attached:

- ☐ A copy of the original sales receipt, invoice, work order, brochure or contract with a description of the items I ordered.
- ☐ A detailed letter describing the differences between what I ordered and what I received.
- ☐ A letter from a licensed expert describing the differences between what I ordered and what I received.
- ☐ Proof of how I tried to sort this out with seller (for example, a copy of my letter, fax, email, or phone records).
- ☐ Proof that I returned the item (if applicable), and a copy of the postal or courier receipt signed by the seller to show they accepted my cancellation or return.

I understand that if I can't provide these documents, you might not be able to give me any more help with this.

X _____

MR DAVID A BERLUSCONI

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