Change Request Increase / Decrease Refund Limits

WHY USE THIS FORM?

Please use this form if you wish to increase or decrease the current refund limits on your Merchant facility.

Merchant Details

Merchant Number | | Merchant number can be found at the top of any receipt from the EFTPOS terminal (underneath the suburb) OR on your merchant statement.

Merchant Trading Name

Contact Name

The merchant facility will be updated to reflect the above contact name and number

Contact Number

Email Address

Providing an email address will enable us to notify you that the requested change has been actioned.

Note: You may be contacted by our technical support team once the request is approved to activate the change on the terminal.

Refund Amount Limit

☐ Decrease Refund Amount $

☐ Increase Refund Amount $

A Refund Amount limit is the maximum dollar amount permitted to be refunded for any one transaction.

Refund Count Limit

☐ Decrease Refund Count

☐ Increase Refund Count

A Refund Count limit is the total number of refunds that can be performed in a day (A day is the time frame from one settlement to the next).

Comments - Please advise the reason for the increase if the Refund Amount Limit is over $250 per transaction and/or the Refund Count Limit is over 5 per day

Authorisation – To be completed by a person with FULL access on the merchant facility

I/we agree that the execution of this form, and the communication of that execution, by electronic means, including through the DocuSign system and via emails sent from an email address designated by me as the address for communications, is legally binding on me/us even if not authorised.

I/we agree to immediately notify the Bank of any changes to my/our email address.

Signature | Signature

Date: D D / M M / Y Y Y Y | Date: D D / M M / Y Y Y Y

Name: | Name:

Please note: All fields to be completed before we can process your request

How to Lodge

Fax: (07) 3031 2177
Email: MerchantServices@suncorpbank.com.au
Mail: Suncorp Bank (4RE007)
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