

Fee Enquiries – Refund Request

Institutional merchant customers only



If you would like to request a refund of a merchant fee, please fill in this form and email to css@anz.com.

MERCHANT DETAILS:

Merchant ID	<input type="text"/>
Existing terminal ID	<input type="text"/>
Trading name	<input type="text"/>

CONTACT DETAILS:

<input type="checkbox"/> Mr	<input type="checkbox"/> Miss	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Other	<input type="text"/>
First name(s)	<input type="text"/>				
Surname	<input type="text"/>				
Contact phone number	<input type="text"/>				
Email	<input type="text"/>				

DETAILS OF REFUND:

Please specify reason for requesting refund

<input type="checkbox"/> Merchant Service Fee	<input type="checkbox"/> Set Up Fee	<input type="checkbox"/> eGate™ fee	<input type="checkbox"/> Closure Fee
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Other	<input type="text"/>
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PLEASE SPECIFY PERIOD:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	to	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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SPECIAL INSTRUCTIONS (if required):

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Please note: All check boxes must be checked and mandatory fields completed before this request can be processed.