

Mistaken BPAY® Payment Recall Request



Member Details

Member Name		Member Number	
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Details of Mistaken Payment

Date of Payment		Date Reported	
Recipient BPAY Name			
BPAY Biller Code		Customer Ref.	
Amount		Receipt Number	

Details of Intended Account

BPAY Biller Code		Customer Ref.	
Title of Intended Account			
Intended Amount			

Reason for Investigation

- Incorrect Details Entered Fraud Incorrect details provided by recipient
 BPAY Trace Request Scam Incorrect payee selected from payee list

Police Credit Union will conduct a full investigation of the information provided

As required, under the provisions of the ePayments code, we will conduct a full investigation of your enquiry and advise you of our findings within 21 days of lodgement of the Enquiry/Complaint form. If we are unable to complete our investigation within the 21 days we reserve the right, to extend the investigation period by up to a further 24 days. Please note, you will be notified in writing should an extension of the investigation period be required.

Mistaken Payment Declaration by member

By lodging this request, you are declaring that you have performed a mistaken BPAY payment and acknowledge liability for the transaction.

I authorise Police Credit Union to commence the BPAY recall proceedings on my behalf with the acknowledgment that my request may be refused by the BPAY recipient.

I confirm the information provided is true and correct and authorise Police Credit Union to deduct the Funds Recall Fee, as outlined in the General Service Fees sheet, in order to commence the BPAY recall proceedings.

Member Signature		Date	
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Office use only: Accepted by		Op ID:		Date:	
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Forwarded to Retail Operations via: Internal Mail Emailed to bpaydispute@policecu.com.au