

Mistaken Internet Payment Recall Request



Member Details

Member Name		Member Number	
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Details of Mistaken Payment

Date of Payment		Date Reported	
Recipient Financial Institution		Account Name	
BSB Number		Account Number	

Details of Intended Account

Recipient Financial Institution		Account Name	
BSB Number		Account Number	

Reason for Investigation

- Incorrect Details Entered
- Incorrect Details Provided by Recipient
- Incorrect Payee Selected from personal payee list
- Other _____

Next steps

Please be advised that your request for a recall of funds can be declined by the unintended beneficiary if they allege that they are entitled to the funds. 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 external payment to an unknown recipient, and acknowledge liability for the transaction.

I authorise Police Credit Union to commence funds recall proceedings on my behalf with the acknowledgment that my request may be refused by the recipient account holder and recipient financial institution.

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 funds recall proceedings.

Member Signature		Date	
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Office use only: Accepted by		Op ID:		Date:	
Forwarded to Retail Operations via: <input type="checkbox"/> Internal Mail <input type="checkbox"/> Emailed to paymentdispute@policecu.com.au					