

Mistaken Internet Payment Funds Recall Request



THIS FORM SHOULD BE COMPLETED FOR ANY MEMBER GENERATED INTERNET EXTERNAL TRANSFERS – EXCLUDING BPAY.

Details of Member and Account

Member Number & Account

Member's Full Name

Details of Mistaken Payment

Date of Payment

/ /

Date Reported

/ /

Recipient Financial Institution

BSB Number

Account Number

Amount

\$

Title of Account

Details of Intended Account

BSB

Account Number

Title of Intended Account

Reason for Investigation

- ☐ Incorrect details entered
- ☐ Incorrect details provided by recipient
- ☐ Incorrect payee selected from personal payees list

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 PCU 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 PCU 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

OFFICE USE ONLY

Date Received
From Member:

/ /

OP ID:

☐ Signature Verified

Event loaded: ☐

Form emailed to: retailsupport@policecu.com.au

☐

Date sent to Retail Operations

/ /

Via Internal Mail ☐