

## **Refund Limit Change Request Form**

## Important:

- Refund limits exist to protect your business from refund fraud. Increases to your refund limit increase your potential losses as you are responsible for refund fraud.
- We reserve the right to decline this request and/or choose a more suitable limit for you.
- Please complete this form in full and return to merchantmaintenance@cba.com.au for permanent increases/decreases
  or to 24Hr\_HelpDesk@cba.com.au for temporary increases.

Section 1 - Nominate your request type  Permanent increase Temporary increase. Please indicate the required period for the change Start Date End Date Why do you require this refund limit change?  Why do you require this refund limit change?  Section 2 - Your merchant details  Legal and/or trading name  Merchant number(s)  5 3 5 3 1 0 9  Section 3 - Your terminal(s) and limit details  Do you want to apply these changes to all terminals listed under the merchant number(s)?  Ves No if 'no' list the terminal ID's under the nominated merchant number(s):  What NEW limits are you requesting?  Refund limit - this limit is per transaction Refund amount - this limit is the total per day  Refund count - this limit is bre total per day  Section 4 - Person(s) requesting the refund limit change  By signing below, each person acknowledges they have been given and agree to the terms and conditions outlined in the Merchant Agreement, they request the Bank act upon this instruction, they are duly authorised to sign this form and submit the instructions to the Bank on behalf of the entity stated in Section 2 of this form.  Name  Name  Name  Position  Position  Date  Signature  Date  Date		request type		
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