



Refund Limit Increase Request Form

- Please note:**
- Refund limits are in place to protect you from refund fraud. Any increase in your refund limits increases your potential losses, as you are responsible for any refund fraud.
 - We reserve the right to decline this request or choose a lower limit for you.
 - You must provide a **valid** reason as to why you are requesting this limit increase.
 - Please send the completed form to:
Fax no. **1300 309 194** OR Email **MerchantMaintenance@cba.com.au**

Section 1 – Your details

Trading name

Trading name

Merchant number(s)

Section 2 – Terminal number(s) and Terminal ID details

Terminal number(s)

List all terminal ID's you want the increase to be implemented on:

Refund limit – this limit amount is per transaction

Refund amount – this limit is the total per day

Refund count – this limit is how many refunds you can do per day

What NEW limits are you requesting?	
Refund limit	
Refund amount	
Refund count	

Why are you requesting this refund limit increase? (you must provide a **valid** reason)

Section 3 – Details of person requesting refund limit increase

Please note: Only the owner and/or the site contact can request an increase in the limit; we need to identify these names on our system.

Name

Position

Signature

Date

Bank use only

Open date

Average ticket size

Number of refunds in the last 10 days

Comments

Name

Bank Officer's signature

Decision date