ANZ Merchant request form

To have ANZ process a cardholder refund, request a copy of a merchant statement, change a refund limit, or request a transaction report, complete this form and email to **css@anz.com**

Request type

- ☐ Cardholder refund
- ☐ Reprocess a transaction
- ☐ Refund limit
- ☐ Merchant statement
- ☐ Transaction report

Merchant details

Merchant ID/Terminal ID/Merchant number

Legal name

Trading name

Contact details

Name

Contact phone number

Email

Transaction details for refund requests*

Date of transaction D D M M 2 0 Y Y

Time of transaction H H M M S S

Transaction amount $

Masked PAN/Truncated card number X X X X X

(first 6 and last 4 card numbers)

Reason for refund(s)

* multiple refunds can be listed in special instructions or attached in a file accompanying this form (e.g. Excel)

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Request options

Reprocessing a transaction:

☐ Process an EFTPOS Electronic Offline Voucher transaction that has not processed (attach the merchant copy of the signed EFTPOS terminal receipt)

Refund limit changes:

☐ Change refund limit (if more than one terminal list additional terminal IDs in special instructions)

☐ Temporary limit amount $

Date range D D M M 2 0 Y Y to D D M M 2 0 Y Y

☐ Permanent limit amount $

Date range for merchant statement copies or transactional report requests

Start date D D M M 2 0 Y Y End date D D M M 2 0 Y Y

Special instructions