



Merchant Trace Request

Institutional merchant customers only

To trace any unclear merchant related transactions that have been credited or debited from your merchant bank account, please fill in this form and email to css@anz.com.

MERCHANT DETAILS:

Merchant ID

Existing terminal ID

Trading name

CONTACT DETAILS:

Mr Miss Mrs Ms Other

First name(s)

Surname

Contact phone number

Email

NEW BANK ACCOUNT DETAILS:

Account Name

Account Number

DETAILS OF TRANSACTION:

Date of Transaction Transaction amount

Description of transaction (this can be found on your bank statement or on Internet Banking)

SPECIAL INSTRUCTIONS (if required):

Please note: All check boxes must be checked and mandatory fields completed before this request can be processed.