



Fee Enquiries – Refund Request

Institutional merchant customers only

If you would like to request a refund of a merchant fee, 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

DETAILS OF REFUND:

Please specify reason for requesting refund

Merchant Service Fee Set Up Fee eGate™ fee Closure Fee

Other

PLEASE SPECIFY PERIOD:

to

SPECIAL INSTRUCTIONS (if required):

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