

Card Replacement Request Form

Only use this form to request a replacement card on behalf of an additional credit cardholder on your credit card account or to request a new debit or credit card with a new card expiry date. **Primary Credit Cardholders and Debit cardholders can request a replacement card online via Macquarie Online Banking or Macquarie Mobile Banking.**

Please complete this form and return to Macquarie using the email address registered to your account.

For Transaction and Offset account requests, please send to transact@macquarie.com

For Credit Card account holders, please send to macquariecards@macquarie.com

1. Cardholder details (Primary)

Account type

Credit Card Transaction Account Offset Account

Reason for card replacement

Additional Credit Cardholder New expiry date/ Card

Case Reference (optional)

Account number / Macquarie ID

Full name

Mobile number

Last 4 digits of card (available in online banking)

All cards will be sent to the mailing address on your account. To check your details are up to date or to update your contact details, please log in to Macquarie Online Banking or Macquarie Mobile Banking before submitting this form. For credit card account holders, the Primary Cardholder is responsible for all credit card requests, including those for Additional Cardholder(s).

By completing this form I acknowledge a new card will be sent to the primary cardholders address on file and I request a replacement card to be sent for our/my Account.

A replacement card will arrive within 5 to 10 business days from the date your request is sent to Macquarie. If you see a transaction that you don't recognise on your account or suspect fraud, please lock your card via online banking and call 133 174 (+61 2 8245 4470 if calling from overseas).

2. Additional Cardholder details (Credit Cards)

Complete this section only if the request is for a replacement Credit Card for an Additional Cardholder. Completing this section is not required for Debit Card (Transaction or Offset account) requests.

Full name

Mobile number

Reason for replacement

Damaged Lost/Stolen New expiry date

By completing this section you are requesting a replacement Credit Card on behalf of an Additional Cardholder. All cards will be sent to the mailing address of the Primary Credit Cardholder.