

# Mistaken Payment/Payment Recall Form

Use this form if you have made a BPAY payment or Pay Anyone payment through Macquarie Online or Mobile Banking that you would like us to investigate or attempt to recover for one of the following reasons:

- A payment was made to an unintended recipient due to incorrect BPAY Biller Code, PayID, or BSB and account number details
- A payment was made for an incorrect amount
- A duplicate payment

Don't use this form for the following:

Instead:

Fraud or a scam

Visit **Reporting Fraud and Scams** to report the payment(s) immediately

Debit or credit card transaction dispute

Visit **How do I raise a card transaction dispute?**

Direct debit transaction dispute

Visit **How do I raise a direct debit dispute?**

## Section 1 - Your Account Details (mandatory)

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Full Name:

Account Number:

## Section 2 - Transaction Details (mandatory)

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Please provide details of the transaction(s) you wish to recall.

Transaction Date:

Amount (AUD):

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## Section 3 - Reason for Recall (mandatory)

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Please select only **ONE** of the primary reasons below for your recall request.

I paid the incorrect recipient (BSB and Account Number):

If selected, please provide the details you intended to pay:

Intended BSB:

Intended Account Number:

Intended Payee Name:

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I paid the incorrect recipient (PayID):

If selected, please provide the details you intended to pay:

Intended PayID:

Intended Payee Name:

I paid the incorrect BPAY Biller.

If selected, please provide the details you intended to pay:

Biller Code:

Customer Reference Number (CRN)

I made an error with a BPAY payment or funds transfer.

Please select the type of error:

Duplicate Payment

Incorrect Amount

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## Section 4 - What Happens Next

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Please send the completed form from the email address registered to your account to **transact@macquarie.com**. We will formally take receipt of your report when we receive a **completed form with all required information**.

**Please note the following:**

- All mandatory fields must be completed before your request is accepted for processing.
- Once the form has been submitted, the transaction(s) will continue to appear in your transaction history while the investigation is underway.
- If your request relates to a mistaken internet payment (that is, a payment sent to an incorrect BSB/account number or PayID), we will investigate the matter in accordance with the ePayments Code and notify you of the outcome within 30 business days of receiving a completed form. Recovery timeframes and outcomes depend on several factors, including how quickly the error is reported and whether the funds remain available in the receiving account. While we'll make all reasonable efforts required, recovery may not always be possible.
- If your request relates to a BPAY payment, we will seek to recover the funds from the Biller on your behalf. If we cannot recover the amount within 20 Business Days, you may need to engage directly with the Biller to try and recover the amount paid. You will receive an outcome of the finalised investigation and resolution of the BPAY recall within 6 weeks. Recovery is subject to the BPAY Scheme Rules and the Biller's agreement, and cannot be guaranteed.

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## Submit



Email to **transact@macquarie.com**

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## Need Help?

For more information, please visit **Personal Help Centre**.