

# Request for Return of Mistaken Internet Payment



SERVICE ONE Alliance Bank

Member Name:  Membership No.:

Cardholder Address:

Cardholder Contact Details: Mobile:  Work:  Home:

## MISTAKEN PAYMENT TRANSACTION DETAILS (sender)

Complete the below details of where the Mistaken Payment originated/was sent from.

BSB    -    Amount \$  Date & time  /  /  :  am/pm

Account Number  Account Name

Name of Remitter

## MISTAKEN PAYMENT TRANSACTION DETAILS (receiver)

Complete the below details of where the Mistaken Payment was sent to.

BSB    -

Account Number  Lodgement Reference

## DETAILS OF INTENDED ACCOUNT

Tick one of the following and complete details as required.

Intended account details are as follows: BSB    -

Account Number  Account Name

I selected the wrong Payee

## FUNDS TO BE RETURNED TO (if different to sender details above)

BSB    -    Account Number

Further information

## DECLARATIONS AND ACKNOWLEDGEMENTS

I understand SERVICE ONE will share details provided in this form with third parties to investigate the Mistaken Payment and consent to the disclosure of this information for the purposes of recovering Mistaken Payment funds. I acknowledge and accept any missing or incorrect information provided in this form may delay the process and that while SERVICE ONE will attempt to recover the Mistaken Payment funds, there is no guarantee all, part or any of these funds can be recovered. I understand SERVICE ONE will follow the process as stipulated in the ePayments Code to attempt to recover the Mistaken Payment funds.

Signature

Print Name

Date / /

### OFFICIAL USE ONLY

Request received at Branch:

Received by:  Date and time request received: / / : am/pm

Reference No.:

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