



# Refund Limit Change Request Form

**Important:**

- Refund limits exist to protect your business from refund fraud. Increases to your refund limit increase your potential losses as you are responsible for refund fraud.
- We reserve the right to decline this request and/or choose a more suitable limit for you.
- Please complete this form in full and return to **merchantmaintenance@cba.com.au** for permanent increases/decreases or to **24Hr\_HelpDesk@cba.com.au** for temporary increases.

**Section 1 – Nominate your request type**

Permanent increase  
 Permanent decrease  
 Temporary increase. Please indicate the required period for the change  
 Start Date                      End Date  
                     

Why do you require this refund limit change?

**Section 2 – Your merchant details**

Legal and/or trading name

Merchant number(s)

**Section 3 – Your terminal(s) and limit details**

Do you want to apply these changes to all terminals listed under the merchant number(s)?

Yes  
 No ▶ if 'no' list the terminal ID's under the nominated merchant number(s):

What <b>NEW</b> limits are you requesting?	
<b>Refund limit</b> – this limit is per transaction	<input style="width: 100%; height: 20px;" type="text"/>
<b>Refund amount</b> – this limit is the total per day	<input style="width: 100%; height: 20px;" type="text"/>
<b>Refund count</b> – this limit is how many refunds you can do per day	<input style="width: 100%; height: 20px;" type="text"/>

**Section 4 – Person(s) requesting the refund limit change**

By signing below, each person acknowledges they have been given and agree to the terms and conditions outlined in the Merchant Agreement, they request the Bank act upon this instruction, they are duly authorised to sign this form and submit these instructions to the Bank on behalf of the entity stated in Section 2 of this form.

<p>Name <input style="width: 100%; height: 20px;" type="text"/></p> <p>Position <input style="width: 100%; height: 20px;" type="text"/></p> <p>Signature <input style="width: 100%; height: 40px; border: 1px solid black; opacity: 0.5;" type="text"/></p> <p>Date <input style="width: 100%; height: 20px;" type="text"/></p>	<p>Name <input style="width: 100%; height: 20px;" type="text"/></p> <p>Position <input style="width: 100%; height: 20px;" type="text"/></p> <p>Signature <input style="width: 100%; height: 40px; border: 1px solid black; opacity: 0.5;" type="text"/></p> <p>Date <input style="width: 100%; height: 20px;" type="text"/></p>
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