CommonwealthBank

Commonwealth Bank of Australia
ABN 48 123 123 124

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)

5 3 5 3 1 0 9

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 **NEW** limits are you requesting?	
Refund limit – this limit is per transaction	
Refund amount – this limit is the total per day	
Refund count – this limit is how many refunds you can do per day	

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.

Name	Name

Position	Position

Signature	Date	Signature	Date
X		X	