

# Transaction Enquiry

For the investigation of NPP/Direct entry/BPay transactions



## A. Membership details (PLEASE PRINT IN BLOCK LETTERS)

Title	Given name(s)	Surname	Member no.
Address			
Mobile number	Email		

## B. Osko/NPP/Direct entry recall dispute details (PLEASE PRINT IN BLOCK LETTERS)

I acknowledge the transaction was authorised. However the BSB, Account or PayID details are incorrect. I am seeking a recall of funds.  
Note: It may not always be possible to recover a payment paid to an unintended recipient.

Transaction details	Date	Incorrect BSB No.	Incorrect Account No.	Incorrect Account Name	Incorrect PayID
Amount	Correct BSB No.	Correct Account No.	Correct Account Name	Correct PayID	

I acknowledge the transaction was authorised. However the intended recipient is claiming funds have not been received. I am seeking a recall of funds.

Transaction details	Date	Amount	BSB	Account Number	Account Name
					PayID

## C. Osko/NPP/Direct entry trace dispute details (PLEASE PRINT IN BLOCK LETTERS)

I acknowledge the transaction was authorised. However the BSB, Account or PayID details are incorrect. I am seeking a final destination of funds. Note: It may not always be possible to recover a payment paid to an unintended recipient.

Transaction details	Date	Incorrect BSB no.	Incorrect account no.	Incorrect account name	Incorrect PayID
Amount	Correct BSB No.	Correct account no.	Correct account name	Correct PayID	

I acknowledge the transaction was authorised. However the intended recipient is claiming funds have not been received. I am seeking a trace on this transaction.

Transaction details	Date	Amount	BSB	Account number	Account name
					PayID

## D. BPay details for investigation (PLEASE PRINT IN BLOCK LETTERS)

Billor Name	Billor code	Date payment due
Customer reference number	Receipt number	Amount \$

Payment not received by biller       Payment made to wrong biller       Payment duplicated  
 Payment made with wrong customer reference number

Incorrect CRN	Correct CRN
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Other (please provide details)

## Declaration

I declare that the above information is true and correct.

Signature

X  Date / /

Signature

X  Date / /

## Office use only

Operator name	Date and time received
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Scan and email to Support Services       Fraud disputes - scan and email Fraud and Administration