

# 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.

<b>Transaction details</b>	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.

<b>Transaction details</b>	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.

<b>Transaction details</b>	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.

<b>Transaction details</b>	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 billor  Payment duplicated  
 Payment made with wrong customer reference number

Incorrect CRN	Correct CRN
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Payment made to wrong billor

Incorrect billor	Correct billor
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Payer Reported Date / /

**Fraud Type** - one of the following options must be provided:

Compromised Payer Account  Acting as Money Mule  Victim of Scam

**Scam Type** - one of the following options must be provided:

Investment Scam  Romance Scam  Remote Access Scam  Job Scam  
 Threat Penalty Scam  Unexpected Money Scam  Business Email Compromise

Other (please provide details)

## Declaration

I declare that the above information is true and correct.

Signature

X	Date / /
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Signature

X	Date / /
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## Office use only

Operator name

Date and time received

Scan and email to Support Services

Fraud disputes - scan and email Fraud and Administration