

MISTAKEN PAYMENTS

A Mistaken Payment can be one of the following:

1. Account holder selects the wrong Payee from saved list of accounts
2. Account holder has been given the incorrect details from the Payee
3. Account holder transposes the account number

The following are not covered under Mistaken Payments:

1. Duplicate payments - Customer paid account twice
2. BPAY

If you have paid money into an incorrect account via internet or mobile banking, due to one of the reasons stipulated above, complete a Request for Return of Mistaken Payment form.

It is important that you contact us promptly as time determines the action that we are required to take. Please contact us on 08 80882199 or email us on reception@bhccu.com.au.

REQUEST FOR RETURN OF MISTAKEN PAYMENT



Broken Hill
Community Credit Union

Internal Use - Mistaken Payment Reference Number: _____

Date Requested: _____

Customer Name: _____

Member Number: _____

Telephone Number: _____

Date Mistaken Payment Processed: _____

- Customer reported within 10 business days
- Customer reported after 10 business days and within 7 months of payment
- Customer reported after 7 months from payment

Amount sent: _____

DETAILS OF UNINTENDED ACCOUNT

Account number: _____

BSB number: _____

Account title: _____

DETAILS OF INTENDED ACCOUNT

Account number: _____

BSB number: _____

Account title: _____

OR

- Customer selected wrong Payee

Copied of customer's declaration attached (if required) Yes No

DETAILS OF ACTION TAKEN & OUTCOME – WRITE ON BACK OF PAGE IF REQUIRED

NB: If a declaration is required, please attach a copy to this document