Transaction Enquiry

For the investigation of Osko/Direct entry/BPay transactions

AUSTRALIAN
MUTUAL BANK

A. MEMBERSHIP DETAILS   (PLEASE PRINT IN BLOCK LETTERS)

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

B. OSKO/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/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 DISPUTE DETAILS   (PLEASE PRINT IN BLOCK LETTERS)

Biller Name	Biller code	Date
Customer reference number	Receipt number	Amount

☐ Payment made with wrong customer reference number. I am seeking a recall of funds

Incorrect CRN	Correct CRN

☐ Payment made to wrong biller. I am seeking a recall of funds

Incorrect biller	Correct biller

☐ Overpayment

Incorrect amount	Correct amount

☐ Payment not received by biller. I am seeking a final destination of funds   ☐ Payment duplicated

E. FRAUDULENT TRANSACTION DETAILS   (PLEASE PRINT IN BLOCK LETTERS)

☐ Investment scam   ☐ Romance scam   ☐ Remote access scam   ☐ Money mule scam

☐ Threat penalty scam   ☐ Unexpected money scam   ☐ Business email compromise   ☐ Job scam

☐ 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

☐ Scan and email to Support Services   ☐ Fraud disputes - scan and email Fraud and Administration