



# Request for MOTO (Mail Order Telephone Order) function on your merchant facility

Please complete this form if you would like to obtain approval for the MOTO (Mail and Telephone Order) function to be added to your merchant facility.

For assistance, please phone Merchant Business Solutions on 1800 029 749 – option 1.

Westpac Merchant ID

## Section 1 - Your merchant details

Trading name

Trading address

State

Postcode

Contact name

Contact phone number

Contact email address

**You must not commence processing MOTO transactions until you have received approval in writing from Westpac. Transactions which are processed without prior approval may not be accepted.**

### Please note:

MOTO (or card not present) purchases afford a degree of anonymity which fraudsters often prefer and carry a higher risk of fraud. A large amount of credit card fraud is committed in card not present situations and the volume of this type of fraud is increasing. It is the responsibility of the merchant to check that the customer is the true cardholder.

Westpac has produced a brochure entitled "Protecting your business against credit card fraud" which was developed to assist our merchants to understand the types of risks involved and the actions merchants should take to reduce the risk of loss.

If you do not have a copy of this brochure you can download it from our website at: [westpac.com.au/merchant-terms](http://westpac.com.au/merchant-terms)

## Section 2 - Privacy Statement

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at [westpac.com.au/privacy/privacy-statement/](http://westpac.com.au/privacy/privacy-statement/) or by calling us on 132 032. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application or request.

## Section 3 - Your authorisation

**Note:** This form must be signed in accordance with the authorisation under the Merchant Facility.

Name	Signature
<input type="text"/>	<input type="text" value="X"/>
Name	Signature
<input type="text"/>	<input type="text" value="X"/>
Name	Signature
<input type="text"/>	<input type="text" value="X"/>
Name	Signature
<input type="text"/>	<input type="text" value="X"/>
Date	
<input type="text" value="/ /"/>	

Please sign this form and email to [merchantdocuments@westpac.com.au](mailto:merchantdocuments@westpac.com.au)

**OR**

Mail to: **Merchant Business Solutions, GPO Box 18, Sydney NSW 2001**

## Additional information

Please include any additional information below.