



# Merchant Closure Request Form

Complete this form if you'd like to request closure of your merchant facility or terminal(s) and email to [merchantdocuments@westpac.com.au](mailto:merchantdocuments@westpac.com.au) or post to: GPO Box 18, Sydney NSW 2001. Once received, your request will be processed within 1 business day.

We want to assure you that we are here for you if you need any assistance. Our dedicated support team is available by calling 1800 029 749, available 24/7. Please don't hesitate to reach out to us if there's anything we can do to help you instead of closing your merchant facility or terminal(s).

## Section 1 – Reason for closure

To help improve our service delivery, we'd appreciate your reason for closure (please tick and provide explanation)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Business stopped trading    | <input type="checkbox"/> Business sold | <input type="checkbox"/> Facility unreliable              |
| <input type="checkbox"/> Service                     | <input type="checkbox"/> Pricing       | <input type="checkbox"/> Transferring to another provider |
| <input type="checkbox"/> Other (please state reason) |  |   |

## Section 2 – Merchant facility details

- |  |  |
|--|--|
| <input type="checkbox"/> Tick this section if you want to close your entire merchant facility including all of your terminals or an eCommerce merchant facility. | <input type="checkbox"/> Tick this section if you only want to close specific terminal(s). |
|--|--|

Merchant ID(s) to be closed

  
  

Terminal ID(s) to be closed

  
  

## Section 3 – Your details

Trading name

Requestor name

Contact number 1

Contact number 2

Email address

#### Section 4 – Collection details

Please complete this section if you have terminals and equipment that need to be collected and we'll contact you to arrange collection.

Trading name

Pick-up address

Trading hours

Contact name

Contact number

Email address

If equipment that we have provided as part of this agreement is not returned to Westpac or is damaged due to your negligence or misuse, charges of up to \$550 will apply in accordance with 'Your guide to merchant fees and charges' available at [westpac.com.au/merchant-terms](https://westpac.com.au/merchant-terms), which forms part of your merchant agreement.

#### Section 5 – 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](https://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 6 – Your authority

Please sign this form to confirm that you would like to close the above-listed merchant facility or terminal ID(s) in accordance with the terms and conditions of your merchant agreement.

Merchant owner name (please print)

Signature

Date

#### Accessibility support.

If you are deaf, hard of hearing, or have speech/communication difficulty, you can message us within the Westpac App or communicate with us using the National Relay Service [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs).

If English is not your preferred language, contact us and a banker can arrange a language interpreter.

Visit [westpac.com.au/web-accessibility](https://westpac.com.au/web-accessibility) for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is not your preferred language.