



Request to change authorised contacts on your merchant facility

Please complete this form if you would like to add or remove Authorised Contact(s) for your Merchant Facility.

An Authorised Contact can call us to request everything that a Staff Member can under a specific Merchant Facility, plus:

- action chargebacks;
- update store numbers;
- request additional statements;
- change settlement times (except settlement times for eCommerce and EFTPOS Air Merchant Facilities which may not be changed);
- report lost, stolen or damaged terminals;
- request a change of phone number;
- request a Merchant Service Fee (MSF) refund;
- request cardholder refunds and set up temporary refunds;
- request copies of transaction and settlement history;
- reset passwords and online access;
- set up or change a terminal's cash out, surcharging and tipping functions;
- change the way your terminal connects to your POS.

Note: If the change is due to a change in ownership, a new merchant facility must be established. Please phone Merchant Business Solutions sales on 1800 029 749 or contact your Relationship Manager.

Westpac Merchant ID

Section 1 – Your merchant details

Trading name

Trading address

<input type="text"/>		
<input type="text"/>	State	Postcode

Contact name

Contact phone number

Contact email address

Section 2 – Your change details

Please ADD the following authorised contacts:

1. Contact name

Contact phone number

Contact email address

Section 2 – Your change details (continued)

2. Contact name

Contact phone number

Contact email address

3. Contact name

Contact phone number

Contact email address

4. Contact name

Contact phone number

Contact email address

Please REMOVE the following authorised contacts:

1. Contact name

Contact phone number

Contact email address

2. Contact name

Contact phone number

Contact email address

3. Contact name

Contact phone number

Contact email address

4. Contact name

Contact phone number

Contact email address

Section 3 – 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/ 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 4 – Your authorisation

Note: This form must be signed by an authorised signatory for the merchant.

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

Please sign this form and email to merchantdocuments@westpac.com.au

OR

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

Additional information

Please include any additional information below.

Accessibility support.

Visit [Westpac Access and Inclusion](#) for further information on our accessible products and services for people with disability, who are neurodivergent or where English is not your preferred language.

Westpac acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.