



Bank of
Melbourne

Mail Order/Telephone Order Request.

Trading name of business

Address of business

Merchant number

Email address

Att: Merchant Business Solutions
GPO Box 18
Sydney NSW 2001

OR

Email to: merchantdocuments@bankofmelbourne.com.au

For more information phone: 1300 603 266 (available 24/7).

Date

Hi Bank of Melbourne,

- I/We are writing to request the Mail Order/Telephone Order capability be added to my merchant facility.
- I/We are aware of the risks involved with this method of accepting payments as outlined in the terms and conditions of the merchant facility agreement.
- I/We acknowledge that a chargeback fee is payable for the processing of each chargeback. Current fees can be found at bankofmelbourne.com.au/merchant-terms

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 bankofmelbourne.com.au/privacy/privacy-statement or by calling us on 13 22 66. 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.

Mail Order/Telephone Order Request.

The reason that I/we are requesting this facility is that due to the nature of the business:

(Insert nature of business)

The products that I/we sell:

(Insert a list of products sold)

I/We advertise through:

(Insert type of advertising used e.g. Yellow Pages, Catalogue, Television, Direct Telemarketing)

The method of accepting sales will be:

(Insert how sales will be accepted e.g. Telephone/Fax or Mail)

Estimated percentage of Mail Order/Telephone Order transactions:

Website address:

The goods are delivered to our customers via:

(Insert method of delivery e.g. courier, postal service)

You must not commence processing MOTO transactions until you have received approval in writing from Bank of Melbourne.

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.

Bank of Melbourne has produced a brochure entitled "Protecting your business against 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: bankofmelbourne.com.au/merchant-terms

Signature of Proprietor/Director

Name of Proprietor/Director

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Accessibility support

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by visiting accesshub.gov.au/about-the-nrs

Visit bankofmelbourne.com.au/accessibility for further information on our accessible products and services for people with disability.