

## 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 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 our Business Banking Specialists on 1300 130 190 or contact your Relationship Manager.

BankSA Merchant ID

### Section 1 – Your merchant details

Trading name

Trading address

<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 [banksa.com.au/privacy/privacy-statement](https://banksa.com.au/privacy/privacy-statement) or by calling us on 13 13 76. 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@banksa.com.au](mailto:merchantdocuments@banksa.com.au)  
OR mail to Merchant Business Solutions, GPO Box 18, Sydney NSW 2001

### Accessibility support.

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

*BankSA 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.*