

Change Request

Add / Remove MOTO (Mail Order Telephone Order)

Why Use This Form?

Please use this form to request the addition or removal of the MOTO functionality (Mail Order, Telephone Order) on your Merchant facility (This form is not relevant to the VPOS product).

Merchant Details

Merchant Number	<input type="text"/>	Merchant number can be found at the top of any receipt from the EFTPOS terminal (underneath the suburb) OR on your merchant statement.
Merchant Trading Name	<input type="text"/>	
Contact Name	<input type="text"/>	Contact Number <input type="text"/>
The merchant facility will be updated to reflect the above contact name and number.		
Email address	<input type="text"/>	

Please note: You may be contacted by our technical support team once the request is approved to activate the change on the terminal.

Add / Remove MOTO

Please provide a reason for this request for MOTO functionality.

Add MOTO Remove Please specify volume % of MOTO transactions expected %

* Please note fees and charges of \$4 per month are applicable for merchants authorised to accept Mail Order/Telephone Order (MOTO) transactions. This fee is charged at the end of each calendar month and paid monthly in advance. All fees and charges are GST exclusive.

Mail Order, Telephone Order

Mail Order/Telephone Order (MOTO) transactions are processed when the cardholder is not present at the time of the transaction. This method of accepting transactions offers you very little protection when transactions are disputed by the card owner. If the cardholder is present and their card is faulty another payment method must be requested.

It is your responsibility to ensure that the person making the purchase is the card owner. In instances where a dispute occurs, you will be required to prove that the goods and services were provided to the authorised cardholder. In many instances, this may not be possible and will result in the full value of the sale being debited from your account.

Please note that Suncorp reserves the right to refuse to provide you with this service and each application will be reviewed individually.

Authorisation - To be completed by a person with FULL access on the merchant facility

By signing this form, I/we accept all the risks associated with having the MOTO facility enabled on the EFTPOS terminal and will accept any debits to my account resulting from disputed MOTO transactions.

I/we agree that the execution of this form, and the communication of that execution, by electronic means, including through the DocuSign system and via emails sent from an email address designated by me as the address for communications, is legally binding on me/us even if not authorised.

I/we agree to immediately notify the Bank of any changes to my/our email address.

Signature:	<input type="text"/>	Signature:	<input type="text"/>
Date:	<input type="text" value="DD / MM / YYYY"/>	Date:	<input type="text" value="DD / MM / YYYY"/>
Name:	<input type="text"/>	Name:	<input type="text"/>

Please note: All fields to be completed before we can process your request

How to Lodge

Fax to: (07) 3031 2177
Scan and submit via Email: MerchantServices@suncorp.com.au
Mail to: Suncorp Bank (4RE007)
GPO Box 1453
Brisbane QLD 4001