

Change Request Add or Remove Surcharging

Why Use This Form?

Please use this form if you wish to advise of a change to the terminal to add or remove surcharging ability. (This form is not relevant to the VPOS or MPOS products).

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"/>	

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

Add / Change or Remove Surcharging Functionality

Surcharging on Credit and EFTPOS transactions is now regulated under the RBA Surcharging Standard which means that a merchant can only surcharge an amount equal to or less than their average cost of accepting that card type. If applicable, the fees that can be included to calculate your average cost of acceptance are:

Suncorp Fees: Merchant Service Fees for each card type, Terminal Rental, Annual Fee, MOTO Fee, Chargeback Fee and Virtual POS Facility License Fee.

External Provider Fees: Payment Gateway Fees, Fraud prevention services, terminal costs, the cost of insuring against forward delivery risk, telephone line rental if its sole purpose is for the terminal only.

Note: that if you are adding any 'External Provider Fees' to your surcharge percentage, please note what these are in the comments section below.

Surcharge option 1

To apply the same surcharge percentage to all card types, choose this option. % (Please enter % value exclusive of GST)

Note: For this option, the surcharge will be charged on all transactions processed through the terminal.

Please note that if your average cost of acceptance calculation differs across each card type, you must apply the lowest amount to all card types if you're selecting this option.

Surcharge option 2

Choose this option if you would like to either:

- Apply different surcharge percentage to different card type. e.g. 1% for credit cards and 0.5% for debit cards, or;
- Apply the surcharge percentage to specific card types e.g. credit cards only

Note: For this option, the surcharge will not be charged on contactless transactions.

Please note for credit cards, if the average cost of acceptance calculation differs between Visa and MasterCard, you must apply the lowest amount of the two card types. For debit, AMEX and Diners cards, it must be equal to or less than the average cost of accepting these card types.

A. Credit Cards

- Add % (Please enter % value exclusive of GST)
- Remove

B. Debit Cards

- Add % (Please enter % value exclusive of GST)
- Remove

C. AMEX

- Add % (Please enter % value exclusive of GST)
- Remove

D. Diners

- Add % (Please enter % value exclusive of GST)
- Remove

Comments

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

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

Signature

Date:

Name:

Signature

Date:

Name:

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 to: MerchantServices@suncorp.com.au
Mail to: Suncorp Bank (4RE007)
GPO Box 1453
Brisbane QLD 4001