

BPAY transaction investigation request

About this form

Use this form to request a transaction investigation if you've authorised a BPAY payment and believe one of the following mistakes has occurred:

- you've sent money using the wrong Customer Reference Number (CRN)
- you've sent money to the wrong biller
- you've overpaid
- you've made a duplicate payment
- the biller hasn't received your payment.

Important things to note

- Don't use this form if you believe the payment was unauthorised, fraudulent or the result of a scam – call 1800 052 743 immediately instead.
- Contact the biller directly for any disputes relating to goods, services or underlying bill.
- We'll investigate your request and, where applicable, attempt to recover the payment. However, submitting this form doesn't guarantee a reversal or reimbursement. You should also contact the biller directly.
- By submitting this form, you acknowledge that providing insufficient, misleading or false information may impact the processing or outcome of your request.

Step 1: Enter your details

Name	
ING Client number	ING Account number
Email address	

Step 2: Tell us what happened

Complete the details below for each BPAY payment you'd like us to investigate. If you need help filling out this form, visit ing.com.au/contact-us for the best ways and times to connect.

- ☐ I sent money using the wrong Customer Reference Number (CRN)
- ☐ I sent money to the wrong biller
- ☐ I overpaid
- ☐ I made a duplicate payment
- ☐ My biller didn't receive my payment

BPAY Payment 1

Biller name

Receipt number

Biller code

CRN

Amount (AUD)

Transaction date (DD/MM/YYYY)

BPAY Payment 2

Biller name

Receipt number

Biller code

CRN

Amount (AUD)

Transaction date (DD/MM/YYYY)

BPAY Payment 3

Biller name

Receipt number

Biller code

CRN

Amount (AUD)

Transaction date (DD/MM/YYYY)

BPAY Payment 4

Biller name

Receipt number

Biller code

CRN

Amount (AUD)

Transaction date (DD/MM/YYYY)

BPAY Payment 5

Biller name

Receipt number

Biller code

CRN

Amount (AUD)

Transaction date (DD/MM/YYYY)

Step 3: Return your form

Once complete, please return your form by either:

- Email: bpay.traces.au@ing.com
- Mail: ING Payments Services, GPO Box 4094, SYDNEY NSW 2001.

Next steps

We'll send an email to confirm we've received your form. We'll also contact you if we need more information and to let you know when we have an outcome. Any questions, simply visit ing.com.au/contact-us for the best ways and times to connect.

