



## Mistaken Payments

Mistaken payments may occur from both personal and business transaction or savings accounts.

If a mistaken payment is made from a consumer account<sup>1</sup>, the retrieval process is governed by the “mistaken internet payments” sections of the ePayments Code, as reflected in our Terms and Conditions for Savings Accounts and Payment Services.

If a mistaken payment is made from a business account<sup>2</sup>, we perform a trace and recall service.

Our services to retrieve mistaken payments, will incur a fee depending on whether the mistaken payment was made from a consumer or business account.

Generally, a mistaken payment is made when a customer enters the wrong account or BSB number and the payment is made to the wrong account (**unintended recipient**), by:

- > incorrectly typing in the BSB or account number into Online Banking,
- > being provided with the wrong account information, or
- > selecting the wrong payee on their Favorites list in Online Banking.

How and when we recall the funds depends on how many days have lapsed since the mistaken payment was made.

The sooner a customer reports a mistaken payment to us, the greater the possibility of us retrieving the funds.

Transactional Services is responsible for handling all mistaken internet payment requests. Please contact Transactional Services for the latest mistaken payment fees and timeframes before advising the customer.

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<sup>1</sup> Consumer accounts are personal accounts used for personal, household or domestic purposes and are non-business in nature.

<sup>2</sup> Business accounts are non-personal accounts established or designed primarily for business or commercial purposes.

## FAQs

Question	Answer		
<p>1. <b>When can a customer lodge a mistaken internet payment?</b></p>	<p>The customer can lodge a mistaken payment as soon as they realise an error was made.</p> <p>If we are satisfied that a mistaken payment has occurred, we must send the receiving financial institution a request to return the funds.</p>		
<p>2. <b>If a customer made a mistaken payment today, can we reverse the transaction?</b></p>	<p>If the payment was made prior to the file being submitted to Indue, we may be able to reverse the payment in some limited cases.</p> <p>If the payment file <u>has been submitted to Indue</u> the customer must lodge a mistaken internet payment request.</p> <p>Refer the request to Transactional.</p>		
<p>3. <b>What does the customer need to provide to report a mistaken internet payment?</b></p>	<p>We require the customer to provide us with:</p> <ol style="list-style-type: none"> <li>1. the incorrect bank details used,</li> <li>2. the amount,</li> <li>3. the date the transfer was performed, and</li> <li>4. their acknowledgment that they may be charged a fee.</li> </ol> <p>This information can be collected verbally or over the phone (if supported with a Prosper Note or recorded) or in writing by Secure Mail or letter.</p>		
<p>4. <b>What is the time frame when lodging a customer's mistaken internet payment?</b></p>	<p>Under the ePayments Code and reflected in our T&amp;Cs, the process for retrieving a mistaken payment will change depending on:</p> <ol style="list-style-type: none"> <li>1. whether the funds are available or not (i.e. whether the mistaken payment is still in the unintended recipient's bank account), and</li> <li>2. the time that has passed since the mistaken transfer was performed and when the report is made.</li> </ol> <table border="1" data-bbox="641 1749 1449 2063"> <tr> <td data-bbox="641 1749 911 2063"> <p>Funds: <b>Available</b> Report: <b>Made within 10 business days</b></p> </td> <td data-bbox="911 1749 1449 2063"> <ul style="list-style-type: none"> <li>• If the receiving financial institution accepts that a mistaken payment occurred, it must return the funds within 5 business days of receiving the members request.</li> <li>• the receiving financial institution has up to a <b>maximum of 10 business days</b> to return the funds.</li> <li>• If the receiving financial institution <u>is not satisfied</u> that a mistaken payment has occurred, it may seek consent from the unintended recipient to return the funds to us.</li> </ul> </td> </tr> </table>	<p>Funds: <b>Available</b> Report: <b>Made within 10 business days</b></p>	<ul style="list-style-type: none"> <li>• If the receiving financial institution accepts that a mistaken payment occurred, it must return the funds within 5 business days of receiving the members request.</li> <li>• the receiving financial institution has up to a <b>maximum of 10 business days</b> to return the funds.</li> <li>• If the receiving financial institution <u>is not satisfied</u> that a mistaken payment has occurred, it may seek consent from the unintended recipient to return the funds to us.</li> </ul>
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	<b>Funds: Available</b> <b>Report: Made between 10 business days and 7 months</b>	<p>The receiving financial institution must complete its investigation into the reported mistaken payment within <b>10 business days</b> of receiving the request.</p> <ul style="list-style-type: none"> <li>If satisfied that a mistaken internet payment has occurred, the receiving financial institution must: <ul style="list-style-type: none"> <li>prevent the unintended recipient from withdrawing the funds for 10 further business days, and</li> <li>notify the unintended recipient it will withdraw the funds from their account, if they don't establish entitlement to the funds within 10 business days (starting on the day the unintended recipient was prevented from withdrawing the funds).</li> </ul> </li> <li>If the unintended recipient does not establish that they are entitled to the funds within the 10 days, the receiving financial institution must return the funds to us within 2 business days, after the 10 business day period has ended (during which the unintended recipient is prevented from withdrawing the funds from their account).</li> <li>If the receiving financial institution is not satisfied that a mistaken internet payment has occurred, it may seek the consent of the unintended recipient to return the funds to you.</li> <li>Once received, we must return the funds as soon as practicable.</li> <li>Transactional Services will contact the customer and advise them of the outcome.</li> </ul>
	<b>Funds: Available</b> <b>Report: Made after 7 months</b>	<p>If the receiving financial institution accepts that a mistaken internet payment has occurred, it must seek the consent of the unintended recipient to return the funds to you.</p> <ul style="list-style-type: none"> <li>If not satisfied that a mistaken internet payment has occurred, the receiving financial institution may seek the consent of the unintended recipient to return the funds to you.</li> <li>If the unintended recipient consents to the return of the funds: <ul style="list-style-type: none"> <li>the receiving financial institution must return the funds to us, and</li> <li>we must return the funds to you as soon as possible.</li> </ul> </li> <li>Transactional Services will contact the customer and advise them of the outcome.</li> </ul>
	<b>Funds: Unavailable</b>	<p>Where we and the receiving financial institution are satisfied that a mistaken internet payment has occurred, but there aren't enough funds available in the unintended recipient's account (to match the full value of the mistaken internet payment), the receiving financial institution must use reasonable endeavours to retrieve the funds from the unintended recipient for return to the account owner (for example, by facilitating repayment of the funds by instalments).</p>

5. What is the process if the We will perform a trace and recall of funds, which may take

<b>mistaken payment came from a business account?</b>	<p>longer than the time frames set out above for a consumer's mistaken payment.</p> <p>Please contact Transactional Services for the latest trace and recall fee amount and estimated time frame to advise the customer.</p> <p>Transactional Services will then process the request and notify the customer of the outcome.</p>
<b>6. If the customer wants to complain about a mistaken payment or the way it has been handled, what can they do?</b>	<p>If the customer wants to dispute the outcome or our mistaken payment process (including time frames), we must:</p> <ol style="list-style-type: none"> <li>1. try to resolve the issue with the customer first,</li> <li>2. if the customer is still dissatisfied, explain our internal dispute resolution (IDR) process and that we can escalate the matter as a complaint to a manager under our IDR process,</li> <li>3. if the dispute has already been through our IDR, it can be reviewed by our external dispute resolution scheme, the Credit and Investments Ombudsman.</li> </ol> <p>We must not direct the customer to complain directly to the other bank.</p>
<b>7. Who handles mistaken payments?</b>	<p>Transactional Services handles all requests and liaises with the unintended recipient's bank, and will update the customer directly once it has been forwarded.</p>
<b>8. When can the customer expect to hear from us?</b>	<p>We must let the customer know in writing of the outcome and within 21 days of receiving the request.</p> <p>We will continue any regular updates with the customer until the matter has been resolved.</p>
<b>9. What is the difference between a trace and recall of funds and a mistaken internet payment?</b>	<p>Mistaken internet payments is the retrieval process for consumer funds under the ePayments Code.</p> <p>Trace and recall is the process we undertake for mistaken payments made from an account established for business purposes.</p>
<b>10. Can a Qudos Bank customer be the unintended recipient of a mistaken internet payment?</b>	<p>Yes, they can.</p> <p>If this occurs, please thank the member for bringing this to our attention and refer the matter to Transactional Services immediately.</p>

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**11. Do I need to add notes in Prosper (CRM)?**

Yes, all member interactions must be recorded in the CRM system.

Some tips for note taking:

1. Include a brief summary of the instruction received (including the context)
2. Use the “5 W” question technique (what, where, who, why and when) where applicable
3. always include important information that may assist with the mistaken payment request:
  - account name
  - BSB
  - account number
  - reason for the error i.e. typing error
  - do they know the recipient

**Do not** copy and paste internal communications into Prosper (such as emails to other Qudos staff or managers).

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**12. Why is accurate Prosper note recording important?**

It ensures we have captured our interaction with the member and the requesting party.

The information will be used by the us and may help protect us if an IDR or EDR complaint is lodged.

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