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

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

Contact Name

Contact Number

The merchant facility will be updated to reflect the above contact name and number.

Email address

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   _____ **%**

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.

Settlement & Fee Accounts

It is a condition of MOTO functionality that your settlement account and fee account are Suncorp Bank Business Accounts in the same name as the Merchant Facility.

Complete the below section if you need to amend your existing settlement and/or fee account.

Settlement Account

Account Number   Account Name

Fee/Rebate Account: Is this the same as the Settlement Account?   ☐ Yes   ☐ No (fill out below)

Account Number   Account Name

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: _____   Signature: _____

Date: D D / M M / Y Y Y Y   Date: D D / M M / Y Y Y Y

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

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