



**Sydney Forex Pty Ltd**  
ABN 15 111 743 750  
www.sydneyforex.com.au  
13-14/168 Haldon Street  
Lakemba NSW 2195  
Tel: 1300 733 983  
info@sydneyforex.com.au

## Cancellation of Remittance and Refund Application Form

I, \_\_\_\_\_ Photo ID Number: \_\_\_\_\_ DRIVING LICENSE OR PASSPORT \_\_\_\_\_

Address: \_\_\_\_\_

Would like to request the cancellation of remittance and refund of my money as beneficiary has still not collected funds in cash or deposited in nominated account.

My transaction Ref. No. is **SFTN:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Amount: \$** \_\_\_\_\_

Reason of Refund \_\_\_\_\_

Please transfer the refund amount in my account as follows.

<b>Account Holder Name:</b>			
<b>Bank Name:</b>			
<b>BSB:</b>		<b>Account No:</b>	

### Declaration

- I do solemnly and sincerely declare that my beneficiary did not receive any amount in my nominated city / country.
- Sydney Forex Pty Ltd (SFPL) has all legal binding in Australia in case of any misleading information regarding non-receipt of amount despite collecting remittance amount in my nominated city / country.
- In case of collecting remittance in my nominated city / country by the beneficiary, I am liable to pay the amount back to Sydney Forex in Australia and indemnify any claim, damage, loss or expense which Sydney Forex and/or their overseas correspondent/agent or any third party may suffer or incur (directly or indirectly) as a result of or in connection with Sydney Forex acting upon cancellation/refund request from the sender.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### **Terms and conditions and Refund policy and procedure**

- Sydney Forex will only accept the cancellation / refund request for genuine and acceptable reason.
- A cancellation / refund fee of AUD 75/- will apply and deducted from the refund amount.
- We shall immediately on receipt of application, send a request to its overseas agent to cancel the transaction, mark a stop payment and arrange to refund / credit the amount of remittance in company's account with them, provided the transaction is still unpaid in their record.
- The refund will only be paid to the sender in his Australian bank account on confirmation from the agent bank that the transaction is still unpaid, marked the cancellation/stop payment instructions and the refund of clear funds in company's account.
- Sydney Forex will initiate the cancellation process immediately. However, to collect back the refund amount of cancelled transaction may take up to 45 days or exceptionally more.
- Any charges deducted by the agent bank if exceed AUD 75/-, the difference would be recovered from the refund amount.
- Any loss if incurred by the company due to adverse exchange rate fluctuation will also be recovered from the refund amount.