Sydney Forex Pty Ltd
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Sydney Forex Pty Ltd.

Refund and Cancellation Application Form

I, _____ Photo ID Number: _____ DRIVING LICENSE OR PASSPORT _____

Address: _____

Would like to request the cancellation of remittance and/or refund of my money as:
☐ the beneficiary has not collected funds in cash or deposited in the nominated account; or
☐ the payment was incorrect / excess (including overpayment or mistaken transfer); or
☐ other reason (please specify): _____

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

Please transfer the refund (after deducting all Fee and Charges) amount in my account as follows.

Account Holder Name:			
Bank Name:			
BSB:		**Account No:**	
Please provide a bank account confirmation letter to verify the account holder details. (The account must be held in the name of the Sender. Third-party accounts are not accepted.)			

Terms and Conditions – Refund Policy and Procedure

- Sydney Forex Pty Ltd (SFPL) will assess all refund requests based on transaction status, information provided, and applicable regulatory and operational requirements.
- SFPL does not process partial refunds or split transactions. Any incorrect or excess payment must be resolved in full before a new transaction can be initiated.
- SFPL may require the Sender to initiate a refund or recall through their bank where necessary, particularly for verification or risk management purposes.
- Refunds are subject to verification and will only be processed once funds are fully cleared in SFPL's account.
- Refunds will only be paid to a bank account held in the name of the Sender. SFPL does not process refunds to third-party accounts and may require verification of account ownership.
- Where a bank recall, chargeback, or reversal is initiated or suspected, SFPL may delay processing until the matter is fully resolved to ensure no duplicate refund occurs.
- No duplicate refund will be processed where a bank recall, chargeback, or reversal has been initiated or completed.
- A cancellation or refund fee of AUD 75/- will apply (unless waived).
- SFPL will initiate cancellation upon receipt of a completed request, subject to the transaction remaining unpaid.
- Recovery of funds may take up to 45 days or longer in exceptional circumstances.
- Any additional charges or exchange rate losses will be deducted from the refund amount.
- SFPL reserves the right to refuse or delay any refund where required for legal, regulatory, or risk management reasons.

Declaration

I confirm that the information provided is true and accurate, and that the refund request is made because either the beneficiary has not received the funds or the payment was made in error (including incorrect or excess amount).

I acknowledge that SFPL will rely on this declaration and process the request in accordance with its Terms and Conditions.

I understand that if the funds have already been received or the information provided is incorrect, I am liable to repay the full amount and indemnify SFPL against any resulting loss or expense.

Signature: _____ **Date**: _____