

Internal use only

foreign cash return form

(Only in cases where member or staff made an error)

➤ 1. Membership Details

RIM: _____

Name: _____

Contact: _____

Reason for Return: _____

➤ 2. Caller Details

Travelex Account Number: _____

Consignment Number: _____

Contact Name: _____

➤ 3. Pick Up Details

Phone Number: _____

Company: _____

Contact Person: _____

Pick Up Area: _____

Address: _____

Suburb: _____

Post Code: _____

Pickup Value (AUD): _____

➤ 4. Satchel Details (please note maximum value of satchel is AUD 5,000.00).

Satchel 1:

Quantity: _____

Weight: _____

Ready Time: _____

Closing Time of Branch _____

Satchel 2:

Quantity: _____

Weight: _____

Ready Time: _____

Closing Time of Branch _____

Member advised of possible loss (if member error) and it may take a few weeks before funds returned

Yes Notes in Prosper

Travelex Contacted: Yes Notes in Prosper

Satchels Received from Travelex: Yes Notes in Prosper

Satchel Number: _____ Date: ____ / ____ / ____

Startrack Called for Pickup: Yes Notes in Prosper

Satchel Number: _____ Satchel does not exceed AUD 5,000.00

Date: ____ / ____ / ____

Startrack Pickup: Yes Notes in Prosper

Satchel Number: _____ Date: ____ / ____ / ____

Travelex Emailed Consignment Number: Yes Notes in Prosper

Satchel Number: _____ Date: ____ / ____ / ____

FX Team sent copy of this form: Yes Notes in Prosper

Date: ____ / ____ / ____

Confirmation Received from FX Team advising funds returned and Member credited: Yes

Member advised _____

Day 3 – Check FX Settlement Bank Account for Travelex Transaction Received

No Yes
 Funds credit to Member Notes in Prosper Advise Branch

Date: ____ / ____ / ____

Day 4 – Check FX Settlement Bank Account for Travelex Transaction Received

No Yes
 Funds credit to Member Notes in Prosper Advise Branch

Date: ____ / ____ / ____

Day 5 – Check FX Settlement Bank Account for Travelex Transaction Received

No Contact Travelex to obtain expected date Notes in Prosper Advise Branch
 Yes Funds credit to Member Notes in Prosper Advise Branch

Date: ____ / ____ / ____

Refund Received

Yes Funds credit to Member Notes in Prosper Advise Branch

Date: ____ / ____ / ____