

# Australian Money Order Enquiry Form (Editable PDF)

Please use Adobe Acrobat / Reader v7 or later to fill out this digital version of this form. Note, you must use the fax-friendly version of this form if fax will be used to send the form to Money Orders Centre. Complete all relevant sections, including the signature box in section 4 (via e-signature) and then send the form to the Money Orders Centre.

Application for (Tick one box only)

**(A)** A written advice of payment

**(B)** Purchaser requesting a refund / Payee requesting a replacement

**(C)** Purchaser requesting replacement to be sent directly to original payee

**(D)** A replacement money order with funds payable to the original payee, to be sent out to purchaser

Please complete

Sections 1, 2 and 4

Sections 1, 2 and 4

Sections 1, 2, 3 and 4

Sections 1, 2, and 4

## Section 1: Details of Money Order

Money Order Number:

Amount:

\$

Issue Date:

NOTE: If you have the original Money Order please ensure that it is attached and forwarded with this form.

Issuing Post Office:

State:

Payable to:

Replacement money orders and repayments are normally issued four weeks after the issue of the original money order. Urgent requests will be considered ONLY if a written explanation of the circumstances is attached to this form.

## Section 2: Applicant details

NOTE: Refund requests of \$1,000 or more will only be issued as replacement money orders in the original purchaser's name. Refunds under \$1,000 will be issued by direct deposit to the original purchaser's nominated bank account. Please complete the account details below.

Your Company Name:  
(If Applicable)

Your Name:

Street Address:

Suburb / Town:

State:

Daytime Phone No:

Postcode:

Email:

BSB:  
(Refunds under \$1,000 only)

Account Number:  
(Refunds under \$1,000 only)

## Section 3: Replacement Money Order payable to original payee

Name of Payee:

Street Address:

Suburb / Town:

State:

Sender's Acc Ref No:  
(If Applicable)

Postcode:

## Section 4: Undertaking and signature

In consideration of you issuing me a replacement money order or making a direct deposit to my nominated bank account for the money order nominated above, which has been lost or destroyed, I undertake to indemnify and refund to Australia Post immediately on request by Australia Post the amount of the replacement money order should the original money order also be presented and paid. I acknowledge that Schedule 18A, of the Australia Post General Terms & Conditions empowers Australia Post to require and enforce this undertaking.

Date

Mail to: Money Orders Centre  
Shared Services  
GPO Box 5091  
MELBOURNE VIC 3001

Fax: 03 8379 3898

Email: MoneyOrder.EnquiryForms  
@auspost.com.au

For all other enquiries, please contact us on 1300 362 030

### Privacy Notice

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March 2022



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## Express Money Orders Only

### Section 1: Details of Express Money Order

Express Money  
Order Number:

Amount:

\$

I wish to apply for:

Stoppage of Payment (Complete Section 1 only)

Change of Payee and / or Post Office of payment (Complete Section 1 & 2)

### Section 2: Details of Change of Payee and/or Post Office of Payment

Name of Payee to  
be amended to:

Office of Payment to be  
amended to:

State:

**Advice to staff:** If changes are required to the payment arrangements for an Express Money Order this form must be sent to the Post Office originally nominated for payment, NOT the Money Order Enquiries/Processing Team.

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