



Creating financial independence since 1846

## Transact

### Stopping payments after submission lodged

In certain circumstances, you may seek to stop a payment. For example, where a duplicate payment has been made or an overpayment has occurred.

Once a contribution has been lodged with a matching payment, it cannot be cancelled or reversed unless you notify PayClear (on 1300 659 456) before the cut-off time of **3pm AEST** on the same day as submission. When contacting PayClear, you will need to provide your ABN and confirm that the submission was via the Transact portal.

It is imperative that if you wish to cancel or reverse a payment, you notify PayClear as soon as possible and prior to the cut-off time of 3pm. Once contributions have been sent to the fund, you'll be responsible for any attempts to recoup the monies from the fund.

Once you've successfully cancelled or reversed a payment where overpayment has occurred, you'll need to follow your existing process.