

Processing times

EZYPAY®

The following processing times and methods are correct as of 21 January 2013.

Request	Processing time (business days)	Written	Email	Phone	Web
Customer Related					
Web variations	2				☺
Phone variations	1			☺	
Form variations	2	☺			
Bulk variations	5	☺			
Credit card expiry dates	2	☺	☺	☺	☺
Account details	2	☺			☺
DDR entry	2	☺			☺
New customer transfers	5	☺			
Existing customer transfers	2	☺			
Refunds	2	☺	☺	☺	
Cease debits	2	☺			
Principal Related					
Cancellation	2	☺			
Principal account change or set-up	2	☺			
Change of ownership	2	☺			
Stationery orders	2	☺	☺	☺	☺
Account or contact details	2	☺			
Refunds	2	☺	☺	☺	