

# Card Replacement Request Form

Only use this form to request a replacement card on behalf of an additional credit cardholder on your credit card account or to request a new debit or credit card due to a lost or stolen card or a new card expiry date. **Primary Credit Cardholders and Debit cardholders can request a replacement card online via Macquarie Online Banking or Macquarie Mobile Banking.** Please complete this form and return to Macquarie using the email address registered to your account. All fields are required. Please ensure all information is provided or your requests may be rejected. For Transaction and Offset account requests, please send to [transact@macquarie.com](mailto:transact@macquarie.com) For Credit Card account holders, please send to [macquariecards@macquarie.com](mailto:macquariecards@macquarie.com)

## 1. Primary Cardholder details

Account type	Credit Card	Transaction Account	Offset Account
Reason for card replacement	Lost/Stolen	Additional Credit Cardholder	New expiry date card

Case Reference (optional)

Account number / Macquarie ID

Full name

Mobile number

Last 4 digits of card (available in online banking)

All cards will be sent to the mailing address on your account. To check your details are up to date or to update your contact details, please log in to Macquarie Online Banking or Macquarie Mobile Banking before submitting this form. For credit card account holders, the Primary Cardholder is responsible for all credit card requests, including those for Additional Cardholder(s).

By completing this form I acknowledge a new card will be sent to the primary cardholders address on file and I request a replacement card to be sent for our/my Account.

A replacement card will arrive within 5 to 10 business days from the date your request is sent to Macquarie. If you see a transaction that you don't recognise on your account or suspect fraud, please lock your card via online banking and contact us.

## 2. Additional Cardholder Details

Complete this section only if the request is for a replacement Credit Card for an Additional Cardholder. Completing this section is not required for Debit Card (Transaction or Offset account) requests.

Full name

Mobile number

Reason for replacement	Damaged	Lost/Stolen	New expiry date
------------------------	---------	-------------	-----------------

By completing this section you are requesting a replacement Credit Card on behalf of an Additional Cardholder. All cards will be sent to the mailing address of the Primary Credit Cardholder.