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| AUSTRAC logo | AUSTRAC industry contribution levy dispute form |

| (!) | **Note:** Prior to completion of this form, applicants should read the [Industry contribution levy](https://austrac.gov.au/business/how-comply-and-report-guidance-and-resources/industry-contribution-levy) page on the AUSTRAC website for information regarding what reporting entities can do if they do not agree with the levy amount invoiced.**To avoid late payment penalties, leviable entities must pay the levy invoice prior to the due date**. |
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This form is to be completed by a reporting entity that wishes to lodge a dispute regarding all or part of the amount of the industry contribution and/or late payment penalty levied by AUSTRAC.

Excess payments received by AUSTRAC in regard to a successful application will be refunded within 10 working days of the entity being notified of the decision.

If this application is being made on behalf of a group of related entities, please specify the name and AUSTRAC account number (AAN) of each individual entity for whom the dispute application is being lodged. The amount disputed per entity should also be specified (attach a separate sheet if required).

## Business information

### Reporting entity name as per invoice/group name (applicant):

*(Please use CAPITAL letters and print clearly)*

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### Name and position of person completing the form on behalf of applicant:

*(Please use CAPITAL letters and print clearly)*

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### Contact details:

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| Business: ( )  | Mobile: |
| Email: |

### AUSTRAC account number (AAN):

*(Groups must list all related entity AANs, invoice numbers and payment details – use a separate sheet if required)*

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### Invoice (CR) number of the levy and/or late payment penalty (LP) being disputed:

| CR number: | Levy total as per invoice: $ |
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| LP number: | Penalty total as per account summary: $ |

### Details of payments to AUSTRAC:

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| Total amount paid to AUSTRAC: | $ |
| How much of this payment is disputed: | $ | *(or ALL)* |
| Date paid to AUSTRAC: (DD/MM/YYYY): |  / / |

### What is the reason for disputing payment of your levy and/or late payment penalty? (please tick one):

| Reason | ✓ |
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| Incorrect enrolment details recorded on the Reporting Entities Roll at census day | [ ]  |
| Incorrect transaction report volume and/or value details | [ ]  |
| Levy amount is inequitable | [ ]  |
| Ongoing financial hardship (please call the AUSTRAC Contact Centre to discuss) | [ ]  |
| Insolvency | [ ]  |
| Other: | [ ]  |

### Provide a detailed explanation of relevant circumstances in support of this application:

| (!) | ***Important note:*** *Entities with incorrect enrolment information on the census date must amend those details via AUSTRAC Online prior to lodging this form.* |
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| *(Attach a separate sheet if necessary and any supporting documentation)* |

## Declaration

### I declare that:

1. I am authorised to complete this form on behalf of the applicant(s).
2. If/where incorrect, the information on the Reporting Entities Roll pertaining to the applicant(s) has been updated to reflect the true and correct information about the applicant(s).
3. I understand criminal or civil penalties may apply for giving false or misleading information, or for failing to supply information.
4. By signing this declaration I agree that the information provided on this form is true and accurate.

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| Full name: |  |
| Signature: |  |
| Date (DD/MM/YYYY): |  / / |  |

## Processing payment dispute forms

AUSTRAC will make a decision on this payment dispute application as soon as possible. Forms containing incorrect or incomplete information will take additional time to process or may be returned.

Once AUSTRAC has made a decision in respect of your application, you will be notified of the outcome in writing. Where the AUSTRAC CEO decides to waive or cancel an amount of the levy, a credit note will be issued.

Excess payments received by AUSTRAC in regard to a successful application will be refunded by cheque within 10 working days of the decision being notified (excluding public holidays).

## Submitting this form

### Email

Scan and email your completed form to: levyinvoice@austrac.gov.au

### Post

Mail your completed form to:

AUSTRAC Industry Contribution
PO Box K534
Haymarket, NSW 1240

## Further information

Frequently asked questions (FAQs) and additional information regarding the industry contribution is available on the [Industry contribution page](https://www.austrac.gov.au/business/how-comply-and-report-guidance-and-resources/industry-contribution-levy) of the AUSTRAC website, or you can contact the AUSTRAC Contact Centre at:

* **Email:** contact@austrac.gov.au
* **Phone:** 1300 021 037

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| **Privacy statement**Personal information is protected by law, including the *Privacy Act 1988*. AUSTRAC is authorised to collect the information in this form under Part 3A and Part 6 of the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act) and under the AML/CTF Rules.The information collected in this form will be used for the purposes of the Reporting Entities Roll and the Remittance Sector Register, and for lawful purposes under the AML/CTF Act, AML/CTF Rules, *Financial Transaction Reports Act 1988*, *Australian Transaction Reports and Analysis Centre Industry Contribution Act 2011*, *Australian Transaction Reports and Analysis Centre Industry Contribution (Collection) Act 2011* and the Privacy Act.AUSTRAC discloses personal information to the agencies and entities covered by Part 11 of the AML/CTF Act, and to overseas recipients who are authorised or required by law to receive personal information. The countries to which AUSTRAC discloses personal information are described in AUSTRAC’s Privacy Policy.AUSTRAC’s privacy policy contains additional information regarding AUSTRAC’s privacy practices and is available on the [Privacy policy page](http://www.austrac.gov.au/about-us/using-our-website/austrac-privacy-policy) of the AUSTRAC website. |