

## MEDIA RELEASE

### **eftpos reversal of transactions issue**

On 2 January 2024, Australian Payments Plus (AP+) identified an issue with eftpos payments where payment reversals were rejected, resulting in consumers not receiving refunds for charges that had been reversed. This included some pre-authorised charges which affected Costco Fuel customers.

Every day eftpos safely processes over 8 million transactions across Australia. The issue impacted around 40,000 transactions. A solution was identified and put in place on 3 January. Payment reversals and pre-authorisations are now operating as normal. The impacted transactions will be manually reversed.

A spokesperson for AP+ said, 'We apologise without reservation to Costco Fuel customers and everyone who was impacted by this temporary glitch. The issue has been fixed and we are working closely with financial institutions to reverse the impacted payments as quickly as possible.'

If impacted consumers have any queries, they should contact their bank directly.

[End]

#### **About Australian Payments Plus**

AP+ was created when Australia's domestic payments companies – BPAY Group, eftpos and NPP Australia – came together to shape the future of payments for Australia. Our purpose is to unite people and technology to power better experiences. We have a clear vision. To deliver more innovation to Australia's payments ecosystem – so that Australian businesses, government and consumers experience more benefits, in more ways. The consolidation of Australia's domestic payments organisations was authorised by the ACCC on 9 September 2021, subject to undertakings, with the transaction completed in early 2022. AP+ shareholders include Adyen Australia Pty Limited, ANZ, ASL, Bank of Queensland Limited, Bendigo and Adelaide Bank Limited, CBA, Citigroup Pty Limited, Coles Group Limited, Cuscal Limited, EFTEX Pty Limited, First Data Network Australia Limited trading as Fiserv, HSBC Bank Australia Limited, ING Bank (Australia) Limited, Indue Limited, Macquarie Bank Limited, NAB, PayPal, Suncorp Metway Limited, Tyro Payments Limited, WBC, Windcave Pty Limited, Wise Australia Pty Limited, Woolworths Group Limited and WorldPay.

See <http://www.auspayplus.com.au> for more information.