



MUA Refund Policy

- You may dispute any amount we draw under your Direct Debit Request by notifying us of your dispute in writing and provide us details of the payment you are disputing and reasons for the dispute. We will endeavour to resolve any dispute within 14 days. Disputes may also be directed to your own Financial Institution.
- Any dispute raised with the Union will be dealt with as follows:
 - We will investigate the dispute and if it is found that the amount has been debited in error, we will refund you the disputed amount within 14 days.
 - Where it is found that the disputed amount has been debited correctly and in accordance with the terms of the Direct Debit Agreement, we will notify you of that outcome in writing within 14 days.
- If Members have notified us to a change in their grade of membership or membership status, and the change has not been actioned, resulting in an overpayment of fees, the Union can refund the overpayment amount.
- Refunds will be credited electronically to the member utilising the bank or credit card details held on file. If we do not have any details on file, bank or credit card details will need to be provided in writing. Members who pay by Payroll deduction, will need to contact their employer's payroll department.