



# DIRECT DEBIT REQUEST

Customer Name: \_\_\_\_\_ D.O.B.: \_\_\_\_\_ Reference # \_\_\_\_\_  
Customer Address: \_\_\_\_\_  
Email: \_\_\_\_\_ Phone: \_\_\_\_\_  
\* If debit exceeds \$1,000 per month the customer's full name, DOB, address & phone MUST be supplied along with a valid photo ID (Passport or drivers licence)

I/We request Pay Advantage® ABN 38 749 739 150 (User Ids 378881, 616715, 513885, and 513886) to debit funds from the nominated account according to the schedule below.

**Upfront Debit**  
Amount \$ [ ][ ][ ][ ][ ][ ] . [ ][ ]      Date [ ][ ] / [ ][ ] / [ ][ ]

**Recurring Debits**  
Amount \$ [ ][ ][ ][ ][ ][ ] . [ ][ ]      Frequency  Weekly  Fortnightly  Monthly  Quarterly  
Start Date [ ][ ] / [ ][ ] / [ ][ ]

The debit will continue on a recurring basis unless an amount reached is specified below:

Amount Reached \$ [ ][ ], [ ][ ][ ][ ][ ] . [ ][ ] (excludes any on-charged fees)

Fees (if on-charged) Setup \$ \_\_\_\_\_ Per debit \$ 1.35 Per Dishonour \$ 5.50 Per Reminder \$ 0.42

Account BSB [ ][ ][ ][ ][ ][ ] Account [ ] Account Name \_\_\_\_\_

\* If debiting from a joint bank account, both signatures are required.

..... Date .....

### Direct Debit Terms & Conditions

#### Direct Debit service agreement

The Upfront (if specified) and Recurring Debits will be debited from the nominated account according to the schedule specified above. Recurring Debits continue until the Direct Debit has been cancelled or the Amount Reached has been specified and met. Any on-charged fees are excluded when determining if the Amount Reached has been met.

If a scheduled debit date has passed before the Direct Debit has been activated (authorised and approved) then these debits will occur on the next possible processing day after activation.

- It is your responsibility to ensure that:
- your nominated account can accept direct debits (your financial institution can confirm this); and
  - that on the scheduled debit date there is sufficient cleared funds in the nominated account; and
  - you advise us if the nominated account is transferred or closed.

If your debit is returned or dishonoured by your financial institution, the dishonoured debit will be re-debited from your nominated account in addition to any applicable fee(s) as listed above. Any drawing due on a non-business day will be debited to your account on the next business day following the scheduled drawing date. Dishonoured debits may be re-debited together with other scheduled debit(s). Should you cancel the Direct Debit, instruct your bank not to make payment, or more than two (2) consecutive debits are dishonoured we may cancel this agreement and the remaining scheduled amount plus all penalty charges will be due and payable.

#### Changes to the service agreement

Changes to the drawing service agreement can be made by clearly outlining the requested change(s) in writing and sending them to the Provider. Changes may include deferring a debit, altering debit amounts, stopping a debit, suspending the Direct Debit, or cancelling the Direct Debit completely. The notice period for any such proposed amendments shall be no less than thirty (30) days in advance of the intended effective date of the changes. If a cancellation is requested due to the merchant's variations to terms of the debit agreement, no penalty should be imposed.

#### Enquiries

All enquiries should be made to the Provider in the first instance, and then to Pay Advantage®. All communication should include your full name and/or company name, the BSB/Account number being debiting, and return contact details. All personal customer information held by us will be kept confidential except information provided to our financial institution to initiate the drawing to your nominated account.

#### Disputes

If you believe a debit has been initiated incorrectly, we encourage you to take the matter up directly with the Provider in the first instance. If the dispute remains unresolved, then you can lodge your concern in writing with Pay Advantage®. You will receive a refund of the debited amount(s) if the reason for the debit(s) is not substantiated.

Customer Direct Debit Request V7