

## Direct Debit Request - Authorisation Form

### Customer Details

|                |  |                |                      |
|----------------|--|----------------|----------------------|
| First Name:    | <input type="text"/>   | Surname:       | <input type="text"/> |
| Phone:         | <input type="text"/>   | Mobile:        | <input type="text"/> |
| Date of Birth: | <input type="text"/> / <input type="text"/> / <input type="text"/> |                |                      |
| Address:       | <input type="text"/>   |                |                      |
| Suburb:        | <input type="text"/>   | State:         | <input type="text"/> |
|                |  | Postcode:      | <input type="text"/> |
| Phone Number:  | <input type="text"/>   | Email Address: | <input type="text"/> |


### Select from the Following

|                                      |   |   |
|--------------------------------------|---|---|
| <input type="checkbox"/> New Account | <input type="checkbox"/> Change Debit Limit | <input type="checkbox"/> Change Account Details |
|--------------------------------------|---|---|

### Payment Details

|                              |  |   |  |   |
|------------------------------|--|---|--|---|
| <b>Payment Limit Amount:</b> | <input type="text"/>   | <i>This is the maximum amount to deduct at each centre where a balance occurs</i> |  |   |
|                              | <small>50.00 or Blank = No Limit</small>                           |   |  |   |
| <b>Surcharge:</b>            | Visa/MasterCard: <input type="text"/> 2.35%                        | AMEX: <input type="text"/> 4.40%  | Bank Account: <input type="text"/> N/A | Admin Fee: <input type="text"/> N/A           |
| <b>Payment frequency:</b>    | <input type="checkbox"/> Weekly <small>(default)</small>           | <input type="checkbox"/> Fortnightly  | <input type="checkbox"/> 4-Weekly      | <b>Day of the week:</b> <input type="text"/>  |
|                              | <input type="checkbox"/> Monthly                                   |   |  | <b>Day of the month:</b> <input type="text"/> |
| <b>First Payment Date:</b>   | <input type="text"/> / <input type="text"/> / <input type="text"/> |   |  |   |

### Direct Debit from Bank Account, Building Society Or Credit Union

|  |                      |   |   |
|--|----------------------|---|---|
| Details of the Account to be debited (All Details must be supplied): |                      |  | I/We authorise Debitsuccess Pty Ltd, ABN 095 551 581, APCA User ID Number 184534 to debit my/our account at the Financial Institution identified here through the Bulk Electronic Clearing System (BECS). |
| Account Name:  | <input type="text"/> |   |   |
| BSB Number:  | <input type="text"/> |   |   |
| Account Number:  | <input type="text"/> |   |   |

### Credit Card

|                                  |   |                                     |                               |                      |                      |                      |                      |                      |                      |                      |                      |
|----------------------------------|---|-------------------------------------|-------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Please charge my payments to my: | <input type="checkbox"/> Visa               | <input type="checkbox"/> MasterCard | <input type="checkbox"/> AMEX |                      |                      |                      |                      |                      |                      |                      |                      |
| Card number:                     | <input type="text"/>                        | <input type="text"/>                | <input type="text"/>          | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Expiry Date:                     | <input type="text"/> / <input type="text"/> | Name on Card:                       | <input type="text"/>          |                      |                      |                      |                      |                      |                      |                      |                      |

### Signature

This Authorisation is to remain in force in accordance with the Terms and Conditions on this Direct Debit Request, the provided DDR Service Agreement, and I/we have read and understood the same.

|                           |  |
|---------------------------|--|
| Authorising Signature (s) | Date   |
| <input type="text"/>      | <input type="text"/> / <input type="text"/> / <input type="text"/> |



ABN 32 095 551 581  
APCA ID 184534 | AFSL 338256

## Terms and Conditions

### DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

#### INITIAL TERMS

I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) APCA User ID 184532 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

#### RELATIONSHIP

I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

#### CLEARED FUNDS

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by, and at all times on, the due date of the payment ("Day to Debit") to enable the direct debit to be honoured on the Day to Debit. I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available when the debit is attempted, I/we agree that I/we will be responsible for any fees and charges that may be charged by my/our Financial Institution.

#### VARIATIONS TO DEBIT TERMS

I/We authorise the Business to vary the amount of the payments from time to time if provided for within my/our agreement with the Business. I/We authorise Debitsuccess to vary the amount of the payments upon instructions from the Business, and where such instructions from the Business are received by Debitsuccess, I/we do not require Debitsuccess to notify me/us of such variations to the debit amount.

I/We acknowledge that Debitsuccess/Business is to provide 14 days' notice if proposing to vary the terms of the debit arrangements otherwise than as provided for herein.

I/We acknowledge that my/our requests to vary, defer or stop the debit arrangement must be directed to the Business.

#### CANCELLING THESE DEBIT TERMS

I/We understand that I/we are able to cancel this DDR by requesting this of the Business or my/our Financial Institution, and I/we acknowledge that cancellation of the authority to debit my/our account will not terminate my/our agreement with the Business or remove my/our liability to make the payments I/we have agreed to.

#### NON WORKING DAY

When the day to debit falls on a weekend or public holiday the debit will be initiated on the next working day.

#### DISHONOURED PAYMENTS

I/We acknowledge that:

- (a) if a debit is returned by my/our Financial Institution as unpaid, I/we will be responsible for any Debitsuccess fees and charges (currently up to \$14.95 for each unsuccessful debit), in addition to any Financial Institution charges and collection fees (including, but not limited to, any fees of solicitors and collection agents appointed by Debitsuccess); and
- (b) Debitsuccess may attempt to re-process any unsuccessful payments as advised by the Business and/or add such unsuccessful payment to any future payments.

#### ACCURACY OF INFORMATION

I/We acknowledge that it is my/our responsibility to ensure that the details entered on the DDR Authorisation Form are correct and that Debitsuccess is not liable to the extent that any such details are wrong and this causes a required payment to be missed. In addition, where I/we are paying the required payments by credit card and have entered the details of the credit card on the DDR Authorisation Form, I/we agree that Debitsuccess may continue to debit from the credit card in accordance with the terms of this Agreement to the extent that the credit card has expired, and that it is wholly my/our responsibility to provide details of any replacement credit card to Debitsuccess via the Business.

#### DISPUTES

I/We acknowledge that any disputes regarding debit payments will be directed to the Business. If no resolution is forthcoming, I/we understand that I/we are to direct any such dispute to my/our Financial Institution.

#### OTHER AUTHORISATIONS

I/We authorise:

- (a) The Debitsuccess to verify details of my/our account with my/our Financial Institution; and
- (b) The Financial Institution to release information allowing Debitsuccess to verify my/our account details.

#### INFORMATION SECURITY

Debitsuccess agrees that it will make reasonable efforts to keep your information contained in the DDR (including account details) and any other information that we have about you confidential and secure, and will ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

Debitsuccess will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this Agreement (including disclosing information in connection with any query or claim).

Should you have any queries in relation to these terms and conditions contact  
Debitsuccess Pty Ltd.  
PO BOX 5567, Stafford Heights QLD 4053  
Phone: 1800 956 959  
E-mail: qkclients@debitsuccess.com