



DIRECT DEBIT REQUEST

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

I/We request Pay Advantage® ABN 38 749 739 150, User Id 378093 to debit funds from the nominated account according to the below schedule.

One Off Debit Date One Off Amount  
Ongoing Start Date Ongoing Amount Frequency  
Stop Debiting Recurring / Manually stopped (Debit will continue until manually stopped)  
Amount reached \$ (Excluding any upfront amount)  
Date reached (No debits will occur after this date)  
Fees A processing fee of \$ 1.35 will be charged per debit. Dishonours will be charged at \$ 5.50 per dishonour.  
Account BSB Account Account Name

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

Signature(s) Date Signature(s) Date

Direct Debit Terms & Conditions

Changes to the initial terms can be done so by contacting us on 1300 641 310 or alternatively you can write to us at GPO Box 3309, Brisbane Q 4001 or email info@payadvantage.com.au.

Our commitment to you This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) made between Pay Advantage®, our Client and You. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement In terms of the Direct Debit Request made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount plus a debit fee in accordance with the term above.

Drawing arrangements The first drawing under this Direct Debit arrangement will occur on the nominated date 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. We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will include the new amount, frequency, next drawing date and any other changes to the initial terms. The agreement shall continue as per the Term listed above. At the end of the term we may continue to debit the account on a debit by debit basis unless notified in writing that you do not wish for this to occur.

Your rights Changes to the arrangement If you want to make changes to the drawing arrangements, these must be clearly outlined in writing and sent promptly to our office. Changes may include deferring a drawing, altering the schedule, stopping an individual debit, suspending the DDR or cancelling the DDR completely.

Enquiries You should direct all enquiries first to our client and then to us, rather than to your financial institution. These should be made at least 10 working days prior to the next scheduled drawing date. All communication should include your company name and/or full name, the BSB/Account number we are 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 drawing has been initiated incorrectly, we encourage you to take the matter up directly with our client or us by lodging your concern in writing direct to our office. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

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

If your drawing is returned or dishonoured by your financial institution, we will schedule your account to be re-drawn with the dishonoured amount on your next scheduled payment in addition to a dishonour fee as listed above which will be drawn together with any other due payments. Any transaction fees payable by us in respect of the above will be added to this debit. Should you cancel the Direct Debit Request (DDR), instruct your bank not to make payment or more than two (2) consecutive payments are dishonoured we may cancel this agreement and the remaining scheduled amount plus all penalty charges will be due and payable.

Customer Direct Debit Request (Standard) V4