DIRECT DEBIT

Direct Debit Request Authority

A.C.N. 67 096 902 813

The Manager
Ezidebit Pty Ltd
P.O. Box 1388 , Milton Qld 4064

Date   /   / 201
Debit User Number: 234040

Biller Code

ezirentpay Cust No.

New Direct Debit Request ☐
Change of DDR Details ☐
Cancellation of DDR ☐

I/We _____
          (Surname)   (Given Names)

Address _____
          (Street)   (Suburb)   (Postcode)

Authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instruction detailed in the Schedule below and or on the terms set out on the DDR Service Agreement.

I/We have read and understand the information contained in the DDR Service Agreement.

Signature of Customer: _____
                    (If joint account all signatures may be required)

THE SCHEDULE
Details of Account to be Debited:
(NOTE: Direct Debiting is not available on the full range of accounts. Please refer to your Bank or Financial Institution)

Debit my account	$1.25 per ezirentpay transaction in accordance with our DDR Service Agreement

Account Name		Financial Institution	

Address of Financial Institution	

BSB Number		Account Number	

Office Use Only - Fax to (07) 3124 5555

DDR Service Agreement

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

DDR's

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

The basis on which the DDR will be processed is as follows:-

Ezidebit will debit your account on the last business day of each month with a transaction fee for processing your ezirentpay payments

Changing your DDR Authority

We will provide you with 14 days notice if we wish to change any of the details on which the basis of your DDR Authority is processed (For example – if we change the day of processing or the date on which the amount of your DDR is calculated).

Stopping or Cancelling your DDR

You may stop or cancel your DDR at any time, by contacting your Bank or by providing at least 2 Business Days written notification to:-

The Manager
Ezidebit Pty Ltd
P.O. Box 1388
Milton Qld 4064

Or telephone us on (07) 3124 5500

DDR Dispute Resolution

If you wish to dispute any DDR transaction that we have processed you should contact us first on the following contact points:-

The Manager
Ezidebit Pty Ltd
P.O. Box 1388
Milton Qld 4064

Or telephone us on (07) 3124 5500

Alternatively you may dispute a DDR transaction by contacting your financial institution

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you can contact the financial institution that holds your account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you.

If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.

If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

Returned or Dishonoured DDR's

If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to reapply the original debit and recover any associated costs (dishonour fees applied by the Users Bank).

Clear Funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

Your Records

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

Your Account

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts.

You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

If you wish to make inquiries about your DDR you can contact us by writing to:-

The Manager
Ezidebit Pty Ltd
P.O. Box 1388
Milton Qld 4064

Or telephone on (07) 3124 5500