



Direct Debit Request

This document is a Request and Authority to debit the account named below to pay VISITS Pty Ltd.

Request and Authority to Debit

Company Name: _____ ("you") ACN/ABN: _____

request and authorise VISITS Pty Ltd [Debit User Identification Number 322141] to arrange, through its own financial institution, for any amount VISITS Pty Ltd may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement [and any further instructions provided below].

Details of financial institution at which account is held:

Financial Institution Name: _____

Address: _____

Details of account to be debited:

Name of Account: _____

BSB: |__|_|_| - |__|_|_|

Account Number: |__|_|_|_|_|_|_|_|_|_|_|_|_|_|_|

Payment Details

The maximum amount to be debited at any one time is:

\$ |__|_|_|_|_|_|_|_|_| - |__|_|_| _____
(amount in words)

Commencing on: ____ / ____ / _____

And at: Weekly / Fortnightly / 4 Weekly / Monthly / Quarterly intervals thereafter,

And ending after: Ongoing, or
 Continuing for _____ payments (including the first payment)

Acknowledgment

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and *VISITS Pty Ltd* as set out in the following Direct Debit Request – Service Agreement.

Signature: _____

Name: _____

Position: _____

Address: _____

Date: _____

DIRECT DEBIT REQUEST – SERVICE AGREEMENT

Definitions

- *account* means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- *agreement* means this Direct Debit Request Service Agreement between you and us.
- *banking day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- *debit day* means the day that payment by you to us is due.
- *debit payment* means a particular transaction where a debit is made.
- *direct debit request* means the Direct Debit Request between us and you (and includes any form PD_C approved for use in the transitional period)
- *Transitional Period* means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding calendar months from that date.
- *us* or *we* means VISITS Pty Ltd, (the Debit User) you have authorised by signing a direct debit request.
- *you* means the customer who signed the direct debit request.
- *your financial institution* is the financial institution where you hold the account that you have authorised us to arrange to debit.

Debiting your Account

- 1.1 By signing a *direct debit request*, you have authorised us to arrange for funds to be debited from *your account*. You should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from *your account* as authorised in the *direct debit request*.
- 1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If you are unsure about which day *your account* has or will be debited you should ask *your financial institution*.

Changes by us

- 2.1 We may vary any details of this *agreement* or a *direct debit request* at any time by giving you at least fourteen (14) days' written notice.

Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a *direct debit request* by contacting us on 1300 300979.
- 3.2 If you wish to stop or defer a *debit payment* you must notify us in writing at least fourteen (14) days before the next *debit day*. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us thirty (30) days' notice in writing before the next *debit day*. This notice should be given to us in the first instance.

Your Obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a *debit payment* to be made in accordance with the *direct debit request*.
- 4.2 If there are insufficient clear funds in your account to meet a *debit payment*:
 - (a) you may be charged a fee and/or interest by your financial institution;
 - (b) you may also incur fees or charges imposed or incurred by us; and
 - (c) you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the *debit payment*.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 If VISITS Pty Ltd is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then you agree to pay VISITS Pty Ltd on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 300979 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

- 5.3 If we conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to *your query* by providing *you* with reasons and any evidence for this finding.
- 5.4 Any queries *you* may have about an error made in debiting *your account* should be directed to us in the first instance so that *we* can attempt to resolve the matter between *us* and *you*. If *we* cannot resolve the matter *you* can still refer it to *your financial institution* which will obtain details from *you* of the disputed transaction and may lodge a claim on *your* behalf.

Accounts

You should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *direct debit request* if *you* have any queries about how to complete the *direct debit request*.

Confidentiality

- 7.1 We will keep any information (including *your account* details) in *your direct debit request* confidential. We will make reasonable efforts to keep any such information that *we* have about *you* secure and to 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.
- 7.2 We 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).

Notice

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to VISITS Pty Ltd, Level 8, 636 St Kilda Road, Melbourne 3004.
- 8.2 We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *direct debit request*.
- 8.3 Any notice will be deemed to have been received on the third *banking* day after posting.