

DIRECT DEBIT REQUEST

(Covers schedules 1, 2 & 3)

Please note that all fields other than signature are fillable on-screen

SCHEDULE 1 – Account Details

Account Name			
ABN		Acct No (office use)	
Surname		Given Name	
Phone		Mobile	
Email			
Address			
Suburb		Postcode / ZIP	
State		Country	

SCHEDULE 2 – Debit Arrangement

I/We authorise and request TrueCom Pty Ltd ACN 132 135 543 ("TrueCom") to debit payments from my/our account at intervals and amounts as agreed with TrueCom, with payment details as specified below in SCHEDULE 3, and in accordance with the Terms and Conditions as specified in SCHEDULE 4 of this DDR Service Agreement.

SCHEDULE 3 – Payment Method

Please complete payment details below.

Fill out either "Debit from credit card" **OR** "Debit from bank account"

Debit from credit card By completing this section, I/We authorise TrueCom to debit payments from my specified Credit Card below. Furthermore, I/We agree to reimburse and indemnify TrueCom for any successful claims made against it by the Card Holder through their financial institution.

VISA	Mastercard	
Credit Card Number	<input type="text"/>	Expiry Date <input type="text"/> / <input type="text"/>
		M M / Y Y
Name of Cardholder	<input type="text"/>	

Debit from bank account By completing this section, I/We authorise TrueCom to debit my/our account at the Financial Institution identified in accordance with the details below and as per the Direct Debit Request and the Terms and Conditions specified in SCHEDULE 4 of this DDR Service Agreement.

Financial Institution	<input type="text"/>	Branch	<input type="text"/>
BSB Number	<input type="text"/> - <input type="text"/>	Account Number	<input type="text"/>
Account Holder	<input type="text"/>		

SCHEDULE 4 – Terms and Conditions

1. I/We hereby authorise TrueCom Pty Ltd ACN 132 135 543 (herein referred to as "TrueCom") to make periodic debits as indicated in the Direct Debit Request (Schedules 1, 2 & 3).
2. I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with TrueCom and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.
3. I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/We will contact my/our financial institution if I/We are uncertain of the accuracy of these details.
4. I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution.
5. Accordingly, 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, I/We agree that TrueCom will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.
6. I/We acknowledge that there may be a delay in processing the debit if:-
 - (a) there is a public or bank holiday on the day of the debit, or any day after the debit date;
 - (b) a payment request is received by TrueCom on a day that is not a banking business day in Victoria;
 - (c) a payment request is received after normal TrueCom cut off times, being 4:00pm Victoria time, Monday to Friday.Any payments that fall due on any of the above will be processed on the next business day.
7. I/We authorise TrueCom to vary the amount of the payments from time to time as may be agreed by me/us and TrueCom.
8. I/We acknowledge that TrueCom is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.
9. I/We acknowledge that I/We will contact TrueCom if I/We wish to alter or defer any of the debit arrangements.
10. I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to TrueCom.
11. I/We acknowledge that any disputed debit payments will be directed to TrueCom. If no resolution is forthcoming, I/We agree to contact my/our financial institution.
12. I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to TrueCom. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by TrueCom.
13. I/We authorise TrueCom to attempt to re-process any unsuccessful payments.
14. I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to TrueCom.
15. You appoint TrueCom as your exclusive agent with regard to the control, management and protection of your personal information (relating to TrueCom and contained in this DDR Service Agreement). You irrevocably authorise TrueCom to take all necessary action (which we deem necessary) to protect your personal information, including (but not limited to) prohibiting the release to or access by third parties without our consent.
16. You hereby irrevocably authorise, direct and instruct any third party who holds/stores/keeps your personal information (relating to TrueCom and contained in this DDR Service Agreement) to release and provide such information to TrueCom on our written request.
17. Credit Card Payments. I/We acknowledge that "TrueCom" will appear as the merchant for all payments from my/our credit card.
18. I/We acknowledge and agree that in the event that a claim is made, TrueCom will not be liable for the refund of any funds and agree to reimburse TrueCom for any successful claims made by the Card Holder through their financial institution against TrueCom.
19. TrueCom will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law.
20. I/We authorise:
 - a) TrueCom to verify details of my/our account with my/our financial institution; and
 - b) my/our financial institution to release information allowing TrueCom to verify my/our account details

SCHEDULE 5 – Authorisation by Owner or Director

Please print and sign form. This DDR Service Agreement is not valid unless signed.

By signing below, I acknowledge that:

- i. I have read, understand and agree to be bound to all terms and conditions specified in this DDR Service Agreement.
- ii. I agree to being billed as per the payment details specified in SCHEDULE 3 of this agreement.
- iii. I am authorised to enter into this agreement on behalf of the entity as described in SCHEDULE 1.

Signature(s) of
Owner or Director:

Full Name

Position

Date

**Please return this form to accounts@truecom.com.au
or fax to 03 8080 0701**