



ACN 089 892 688 ABN 44 089 892 688  
Master Licence no. 409661517

To have your arrangement paid by Direct Debit all you need to do is;

1. Read & complete Direct Debit Request Form.
2. Read the Direct Debit Request Service Agreement.
3. Return the Completed Direct Debit Request Form.

Please contact this office should you have any questions.

Yours faithfully,

LCollect



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# Direct Debit Request

Our Reference \_\_\_\_\_

**Customers' I/We Authority**

Name of Customer 1 giving the DDR

Name of Customer 2 giving the DDR

**Authorise you LCollect Pty Ltd**

Name of Debit User

**304262**

APCA User ID Number

**to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS).**

**This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement.**

**I/We request that you direct debit my/our account in accordance with our Agreement as below (unless I/We subsequently alter the agreement);**

<b>Maximum amount to be debited</b>	
<b>Frequency of Debit</b>	
<b>First Payment Date</b>	
<b>Final Payment Date</b>	

Signature Customer 1

Date (dd/mm/yyyy)

Date of Birth (dd/mm/yyyy)

Signature Customer 2

Date (dd/mm/yyyy)

Date of Birth (dd/mm/yyyy)

**Details of the Account to be Debited**

Name of the Financial Institution

Account Name

BSB Number (xxx-xxx)

Account Number

Branch Name

**Payment** This Payment is for <Client Name>

**Details** Identified by <Client Ref>

**I/We authorise the following:**

1. The Debit User to verify the details of the abovementioned account with my/our Financial Institution
2. The Financial Institution to release information allowing the Debit User to verify the abovementioned account details.

Signed by the Customers

Customer 1

Customer 2



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## Direct Debit Request Service Agreement

1. The Customer will be advised 14 days in advance of any changes to the Direct Debit arrangements;
2. For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
  - Call our Customer Information Line on 02 8923 1631**and/or**
  - Send written correspondence outlining the request/issue to:  
PO Box 1167, North Sydney 2059**and**
  - Allow for 7 working days for the amendments to take effect

If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If, following our investigations, we believe on reasonable grounds that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding. If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

3. The Customer should be aware that:
  - a. Direct debiting through BECS is not available on all accounts; and,
  - b. Account details should be checked against a recent statement from your Financial Institution,If you are in any doubt, you should check with your Financial Institution before completing.
4. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
5. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the Customer is in any doubt, please refer to the Point 2 for further clarifications.
6. For returned unpaid transactions, the Customer will be contacted by our office to approve an alteration to the agreement by way of:
  - An Increase in the amount of all future Direct Debits**or**
  - A one off direct debit of the missed payment and any fees and charges for the returned unpaid transactions.
7. For returned unpaid transactions, the following Fees and charges will apply;
  - \$35.00 for each declined direct debit.
8. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.



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### **Some useful tips on direct debits**

*Make sure you have the correct account number.*

Ensure that you have not given the wrong account number, or that the direct debit has not been dishonoured due to the account being changed or closed.

*Read your Direct Debit Request Service Agreement carefully.*

Make sure you understand how much we will withdraw from your account and when we will withdraw it. Contact us if you need to change the dates on which the direct debit occurs.

*Have adequate funds in your account to meet your payments.*

This will ensure you don't default again or incur a fee for not having sufficient funds in your account.

*Check your bank statements.*

Make sure we are withdrawing the correct amount at the right time.

*Cancelling your direct debit.*

In most situations, you can cancel a direct debit with us or with the bank or financial institution where your account is held (provided you comply with any specific requirements). However, you need to make sure you have made alternative payment arrangements with us so that you do not default on your payment. Your instruction to cancel a direct debit may have to be in writing. Contact us a few days after you have sent your written notification to check that the direct debit has been cancelled.