

Direct Debit Request

Highway 1 (Aust) Pty Ltd
Level 5, 10 William Street
Perth, WA 6000
Ph 1300 139 550
Fax 1300 794 469



Please complete this form using BLOCK LETTERS.

Request and Authority to Debit

Request and Authority to debit the account named below to pay Highway1 (Aust) Pty Ltd	
Your Surname or Company Name:	
Your Given Names or ABN/ARBN:	
Highway 1 Account Number: (If existing customer)	
<p>“you” request and authorise Highway1 (Aust) Pty Ltd (Debit User ID 375019) to arrange, through its own financial institution, a debit to your nominated account any amount Highway1(Aust) Pty Ltd, has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>	

Financial Institution

Financial Institution Name:	
Branch Address:	
Name/s on account:	
BSB Number (Must be 6 Digits):	
Account Number:	

Acknowledgement

By *signing and/or* providing us with a *valid instruction* in respect to *your* Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Highway1(Aust) Pty Ltd as set out in this Request and in your Direct Debit Request Service Agreement.

Account Holder Authorisation

Signature:	
If signing for a company, sign and print full name and capacity for signing e.g. Director	
Address:	
Date:	

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Please fax this completed authorisation to 1300 794 469. (FORMREF: H1DDREQ2)

Customer Service Agreement for Direct Debit

Our Commitment to You

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Highway 1 (Aust) Pty. Ltd. 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 arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for your services.

Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur upon establishing your account with Highway 1.
- If any drawing falls due on a non-business day, it 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 by email when changes to the initial terms of the arrangements are made. This notice will state any new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, you may telephone Highway 1 or email us at accounts@highway1.com.au

Your Rights

If you want to make changes to the drawing arrangements, contact us by phone or email. These changes may include:

- deferring the drawing; of
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Enquiries

Direct all enquiries to us rather than your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date.

All communications addressed to us should include your full name and email address. All personal customer information held by us will be kept confidential except that information provided to our financial institutions to initiate the drawing to your nominated account.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by phoning or emailing accounts@highway1.com.au

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- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - Within 7 business days (for claims lodged within 12 months of the disputed drawing) or
 - Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your commitment to Highway 1.

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
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we reserve the right to suspend your account until payment is received. Any transaction fees payable by us in respect to the above will be added to your account.