

Direct Debit Request Authority

 The Manager
 Technologica Pty Ltd
 243a Lower Heidelberg Road
 East Ivanhoe VIC 3079

Date: _____ / _____ 20____

Debit User Number: _____147274_____

New Direct Debit Request	
Change of DDR Details	
Cancellation of DDR	

 I/We _____

(Surname or Company Name)
(Given Names or ABN)

Authorise and request the Debit User detailed above, to debit my/our account via 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).

Account Name:							Financial Institution:										
Address of Financial Institution:																	
BSB Number:							Account Number:										

Details of Direct Debit Request

Debit my account In accordance with our DDR Service Agreement

OR

As Follows

Frequency: **Weekly** **Fortnightly** **Monthly** **Other**

Fixed Amount: \$ (Optional)

Start Date (DD/MM/YY)						

Finish Date (optional)						

Direct Debit Request 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:- DDR will be actioned 21 days after date of invoice, unless otherwise agreed.

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 Administration Manager
Technologica Pty Ltd
243A Lower Heidelberg Road
East Ivanhoe Vic 3079

Or telephone us on (03) 9499 7771

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 Administration Manager
Technologica Pty Ltd
243A Lower Heidelberg Road
East Ivanhoe Vic 3079

Or telephone us on (03) 9499 7771

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 and respond in writing as to whether the claim is accepted.

If the transaction date was no earlier than 12months 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 earlier than 12months from the date of your claim you should receive a response within 30 days from the date of your claim.

Non Business Days

If your DDR falls due on a weekend or public holiday we will process it on the next working day.

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 debit your account and pass on any fees incurred.

Clear Funds

You should ensure that you have sufficient 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 might not allow DDR's to be processed to certain types of accounts.

You should check with your financial institution to ensure that DDR's can be processed to your nominated account.

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

The Administration Manager
Technologica Pty Ltd
243A Lower Heidelberg Road
East Ivanhoe Vic 3079

Or telephone us on (03) 9499 7771