

Bill Buddy Pty Ltd

ABN 31 106 055 181

Direct Debit Request Service Agreement

By signing our Direct Debit Request you acknowledge and agree to the following terms and conditions:

1. You authorise Bill Buddy to debit your nominated account in the manner specified by Digital Network Innovations. Digital Network Innovations is the organisation providing you with the product or service for which we are debiting your account.
2. We will provide you with at least 14 days prior notice in writing if we propose to vary any of the terms of the debit arrangements in place between us.
3. You should contact Digital Network Innovations if you wish to defer or alter any of the debit arrangements.
4. You will need to advise us in writing if you wish to cancel a Direct Debit Request. Such notice should be delivered to us at least one working day before the due date for payment or as otherwise stipulated in our Terms and Conditions.
5. If you wish to dispute any Debit Item you should refer to us in the first instance and we will seek to resolve the matter with you. If we cannot resolve the dispute you can contact your financial institution at which your nominated account is held. Your financial institution will then commence a formal claims procedure on your behalf.
6. Some financial institution accounts do not facilitate direct debits. If you are uncertain, you should check with your financial institution before signing a Direct Debit Request, to ensure that your nominated account is able to receive direct debits through the Bulk Electronic Clearing System.
7. Before completing the Direct Debit Request, you should check the details of your nominated account against a recent statement from your financial institution, to ensure that your account details are correct.
8. You agree that it is your responsibility to have sufficient cleared funds in your nominated account by the due date to enable payment of Debit Items in accordance with the directions of your Biller.
9. We will initiate the Debit Item on the due date as advised by your Digital Network Innovations. If the due date for payment falls on a day which is not a business day in Queensland, then the Debit Item will be processed on the next business day. You should enquire directly with your financial institution if you are uncertain as to when the Debit Item will be processed to your account.
10. If a Debit Item is returned unpaid by your financial institution, you authorise us to present a further debit for payment. Furthermore you authorise Bill Buddy to debit your account for our Dishonour Charge.
11. We will ensure the details of your personal records and account details held by us remain confidential. However, if you lodge a claim in relation to an alleged incorrect or wrongful debit, it may be necessary for us to release such information to your financial institution or its representative, or to our financial institution or its representative to enable your claim to be assessed.

Digital Network Innovations

Direct Debit Request

www.digitalni.com.au

ABN: 73 783 307 980

Ph: 1300 858 751

Fax: 1300 858 752

Customer Request:

I/We request and authorise Bill Buddy Pty Ltd (the User) (User ID number 320813 on behalf of Digital Network Innovations) to arrange for any amount Bill Buddy Pty Ltd may debit or charge you to be debited through Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Service Agreement [and any further instructions provided below].

Signature: _____ Date: _____

Signature: _____ Date: _____

If a joint account, please include both signatures.

Details of Account to be billed:

Name of Financial Institution (eg: Commonwealth, Westpac etc): _____

Branch of Financial Institution: _____

Account Holders Name: _____

BSB Number: ____ - ____

Account Number: _____

Please note: If you are unsure of your correct BSB and/or Account number please contact your financial institution or check your latest bank statement.

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Bill Buddy Pty Ltd as set out in the Request and in your Direct Debit Request Service Arrangement. Further you expressly authorise Bill Buddy Pty Ltd do draw any fees under clause 10 of the Direct Debit Request Service Agreement from the account nominated in this form.

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Customer Request:

I/We Authorise Bill Buddy Pty Ltd to enter a charge against your nominated credit card for an amount and frequency directed by the Biller Indicated in the Biller User Only section at the bottom of this form. I understand that any credit card transactions will appear on my statement as "Bill Buddy". Furthermore you agree to reimburse Bill Buddy Pty Ltd for any successful claims made by the cardholder through their financial institution against Bill Buddy Pty Ltd

Signature: _____ Date: _____

Signature: _____ Date: _____

If a joint account, please include both signatures.

Details of Credit Card to be billed

Name of Financial Institution (eg: Commonwealth, Westpac etc): _____

Type of Credit Card: Mastercard - Visa - Bankcard - Amex

Card Holders Name: _____

Credit Card Number: _____ - _____ - _____

CCV Number: (Last 3 digits on back of card)

Expiry Date: /

***Please note that direct debits from credit card will attract a 2% transaction fee and a minimum charge of \$1.00.**