



Appoints METER2CASH Solutions  
as Billing Agent for Enwave Central Park

## DIRECT DEBIT REQUEST FORM

**ALL FIELDS IN THE RELEVANT AREA MUST BE COMPLETED IN ORDER FOR US TO PROCESS YOUR DIRECT DEBIT. PLEASE COMPLETE, SIGN, AND RETURN TO US VIA POST, FAX OR EMAIL (DETAILS BELOW).**

***This form is to authorise us to debit your account with your nominated financial institution.***

Title	Surname	Given name		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Building or Apartment Name		Electricity/Utility Account Number (this appears on your utility bill)		
<input type="text"/>		<input type="text"/>		
Unit No./Street Number and Name		Town/Suburb	State	Postcode
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address * <b>Compulsory for Credit Card Direct Debits</b>			Telephone Number	
<input type="text"/>			<input type="text"/>	

### OPTION 1: DIRECT DEBIT BY BANK ACCOUNT - Complete this section for funds to come out of your nominated bank account.

BSB Number			Account Number												
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					
Bank/Financial Institution Name						Bank/Financial Institution Branch Name									
<input type="text"/>						<input type="text"/>									
Account Name (Name In Full)						If Company Account ABN (Australian Business Number)									
<input type="text"/>						<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Account Holder Signature(S)</b>															
Signature – Account Holder 1						Date Signed			Signature – Account Holder 2 (If Applicable)			Date Signed			
<input type="text"/>						<input type="text"/>			<input type="text"/>			<input type="text"/>			

### OPTION 2: DIRECT DEBIT BY CREDIT CARD

Complete this section to pay your account by credit card – please note that we **MUST** have an **email address** for this option. There is a surcharge applied of 1.5% for Visa and MasterCard and 3% for Diners and AMEX for all credit card payments.

Credit Card Number										Expiry date					
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
CVV Number (last 3 digits on the back of the card, 4 digits for AMEX)				Credit Card Type:											
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Visa	<input type="checkbox"/>	Mastercard	<input type="checkbox"/>	American Express	<input type="checkbox"/>	Diners	<input type="checkbox"/>				
Name (As Shown On Credit Card)															
<input type="text"/>															
Cardholder's Signature												Date Signed			
<input type="text"/>												<input type="text"/>			

Should your bank or credit card details change at any time (eg card number, expiry date) then we will be unable to process your payment. You will need to complete a new direct debit authority form. To do this, please contact METER2CASH Solutions on 07 3350 5999 7366 or you can download the form from <http://www.meter2cashesolutions.com.au/forms>.

### COMMERCIAL IN CONFIDENCE

METER2CASH Solutions Pty Ltd • ABN 51 130 008 196  
PO Box 404 NUNDAH QLD 4012  
Ph: (07) 3350 5999 • Fax: (07) 3265 4412  
[enquiries@meter2cashesolutions.com.au](mailto:enquiries@meter2cashesolutions.com.au)

## SERVICE AGREEMENT:

I/we request you, until further notice in writing, to debit my account described above.

I understand and acknowledge that:

1. Enwave Central Park have appointed METER2CASH Solutions as the nominated billing agent. It is METER2CASH Solutions that will process all payments and associated charges through the billing system and collection process.
2. The financial institution may, in its absolute discretion, at any time by notice in writing to me, terminate this request as to future debits. METER2CASH Solutions Pty Ltd on behalf of Enwave Central Park may, by prior notice in writing to me within 14 days, vary the timing of future debits.
3. Where the due date does not fall on a business day and I am uncertain whether sufficient cleared funds will be available to meet the direct debit, I will contact the financial institution directly and ensure that sufficient cleared funds are available.
4. I can modify or defer this regular Direct Debit Request (DDR) at any time by giving METER2CASH Solutions Pty Ltd 14 days notice, in writing.
5. I can stop or cancel the regular Direct Debit Request at any time by giving METER2CASH Solutions Pty Ltd 14 days notice in writing.
6. If at any time I feel that a direct debit against my nominated account is inappropriate or wrong it is my responsibility to notify METER2CASH Solutions Pty Ltd as soon as possible.
7. If you believe there has been an error in debiting your account, you should notify METER2CASH Solutions Pty Ltd directly and confirm that notice in writing as soon as possible so that we can resolve your query more quickly. If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by adjusting your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted. If we conclude as a result of our investigation that your account has not been incorrectly debited we will respond to your query by providing you with reasons why evidence of this finding.
8. Direct debiting through a Bulk Electronic Clearing System (BECS) may not be available on all accounts. I can check my account details against a regular statement or check with the financial institution as to whether I can request a direct debit from my account.
9. It is my responsibility to ensure that there are sufficient cleared funds in my nominated account to honour the DDR. I understand that the DDR will be automatically cancelled if three direct debit payments are dishonoured because of insufficient funds within a 12 month period. METER2CASH Solutions Pty Ltd will give me 14 days notice in writing if they intend to cancel my DDR. METER2CASH Solutions Pty Ltd will also charge the cost of dishonoured direct debits against my account.
10. METER2CASH Solutions Pty Ltd may need to pass on details of my direct debit request to their sponsor bank in BECS to assist with the checking of any incorrect or wrongful debits to my nominated account.

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