



## DIRECT DEBIT REQUEST FORM

Please return the completed form to [enquiries@meter2cashesolutions.com.au](mailto:enquiries@meter2cashesolutions.com.au) or fax to +61 7 3265 4412.

<b>Mr</b>	<b>Mrs</b>	<b>Ms</b>	<b>Dr</b>	<b>Your utility account number</b> <i>(Leave blank if unknown)</i>		
<i>First Name</i>				<i>Last Name</i>		
<i>Building / Site Name</i>						
<i>Service Address</i>						
<i>Suburb</i>				<i>State</i>		<i>Post Code</i>
<i>E-mail address</i>				<i>Contact Number</i>		

**DIRECT DEBIT BY BANK ACCOUNT** – Complete this section for funds to come out of your nominated bank account.

<i>Bank Account / Financial Institution Name</i>	
<i>Bank Account Holder Name</i>	
<i>BSB</i>	<i>Bank Account Number</i>

### DIRECT DEBIT BY CREDIT CARD

Please contact our Customer Service Team on 07 3350 5999 to set up your direct debit by credit card. Surcharges apply for all credit card payments.

### Your Agreement and Understanding

You authorise [Meter 2 Cash Solutions Pty Ltd ABN 51 130 008 196 via SR Global Solutions Pty Ltd ACN 132 951 172 (User ID No. 397351) trading as (Merchant Warrior)], unless otherwise advised by you, to debit your nominated account through the Direct Debit system for monies due, in accordance with our Direct Debit Service Agreement (page 2 of this form). This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from either your account held at the financial institution you have nominated or your nominated credit card and will be subject to the terms and conditions of the Direct Debit Service Agreement.

You understand and agree that:

the debit payment will be based on the bills issued according to each bill cycle

the amount debited may vary

the initial date will be the due date of your first bill

### Your Signature

By signing and or providing us with a valid instruction in relation to your method of payment, you are taken to have understood, acknowledged and agreed to the Terms and Conditions governing the payment arrangements between you and Meter 2 Cash Solutions Pty Ltd as set out in our Direct Debit Request Service Agreement (page 2 of this form).

Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

Date signed \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

## DIRECT DEBIT SERVICE AGREEMENT

You authorise us, Meter 2 Cash Solutions Pty Ltd ABN 51 130 008 196 via SR Global Solutions Pty Ltd ACN 132 951 172 (User ID No. 397351) (herein referred to as 'Merchant Warrior') unless otherwise advised by you, to debit your nominated account, through the Direct Debit system for monies due, in accordance with the Direct Debit Service Agreement. You understand that the debit payment will be based on the bills issued according to your bill cycle.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

### DEFINITIONS

**Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**Agreement** means this Direct Debit Service Agreement between you and us.

**Banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**Debit day** means the day that payment by you to us is due.

**Debit payment** means a particular transaction where a debit is made.

**Direct debit request** means the Direct Debit Request between us and you.

**Us or we** mean Meter 2 Cash Solutions, (the Debit User) you have authorised by requesting a Direct Debit Request.

**You** means the customer who has signed or authorised by other means the Direct Debit Request.

**Your financial institution** means the financial institution nominated by you on the DDR at which the account is maintained.

### 1. DEBITING YOUR ACCOUNT

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request or we will only arrange for funds to be debited from your account if we have sent to the email address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. AMENDMENTS BY US

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen days' notice.

### 3. AMENDMENTS BY YOU

3.1 If you are selling your property, please ensure that you notify your financial institution directly to cancel the Direct Debit and advise us via email

3.2 You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least (14) days notification by email to: [enquiries@m2cs.com.au](mailto:enquiries@m2cs.com.au) or by phoning us on 07 3350 5999 during business hours or arranging it through your own financial institution, which is required to act promptly on your instructions.

### 4. YOUR OBLIGATIONS

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;

(b) you may also incur fees or charges imposed or incurred by us; and

(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

### 5. DISPUTE

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 07 3350 5999 and confirm that notice by emailing us at [enquiries@m2cs.com.au](mailto:enquiries@m2cs.com.au) as soon as possible so that we can resolve your query more quickly.

Alternatively you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you via email of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding by email.

### 6. ACCOUNTS

6.1 You should check:

(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.

(b) your account details which you have provided to us are correct by checking them against a recent account statement; and

(c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

### 7. CONFIDENTIALITY

7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

(a) to the extent specifically required by law; or

(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

### 8. NOTICE

8.1 If you wish to notify us about anything relating to this agreement, you should email us at [enquiries@m2cs.com.au](mailto:enquiries@m2cs.com.au).

8.2 We will notify you by sending a notice via email to the email address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the third banking day after sending.