

Direct Debit Request

I/We _____
(Company/Business Name) _____ ACN/ABN: _____

Customer Address: _____ Webfirm Invoice/ Contract No: _____

Request and authorise Webfirm (Pty) Ltd (Debit User ID 218910) or its assignees to arrange, through its own financial institution, for any amount Webfirm (Pty) Ltd may debit or charge you to be debited through the Bulk Clearing System from an account held at the financial institution identified below and paid to Webfirm subject to the terms and conditions of the Direct Debit Request Service Agreement.

The Schedule - Details of bank account or credit card to be debited

Financial Institution's Name: _____

Account Name: _____ Address: _____

BSB No: _____ Account No: _____

Credit Card Details

Diners Visa Amex Mastercard

Note: A 3% fee applies for Diners & Amex cards

Card Number:

Cardholder's Name: _____ Expiry Date: /

Cardholder's Signature: _____ Date: _____

Payment Terms

Deposit: _____ Balance: _____

Additional Comment (eg. First payment date)

Acknowledgement

Customer 1 Name: _____ Customer 1 Signature: _____

Customer 2 Name: _____ Customer 2 Signature: _____

Direct Debit Service Agreement

We, Webfirm Pty Ltd (Debit User) note our commitment to you as the following:

1. We will advise you by notice, statement or invoice of the drawings.
2. Where the due date falls on a non-business day, we will draw the amount on the next business day.
3. We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.
4. We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated institution. Where drawings are returned unpaid we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.
5. We will keep all information provided by you and details of your nominated account at the Financial Institution, private and confidential.
6. We will not change the amount or frequency of the drawings arrangements without your prior approval.

You (Customer) note your commitment to us as the following:

1. It is your responsibility to check with your Financial Institution prior to completing the Direct Debit Request, that direct debiting is available on that account.
2. It is your responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.
3. It is your responsibility to ensure at all times that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
4. It is your responsibility to advise us if the account nominated by you, to receive the drawings if altered, transferred or closed.
5. It is your responsibility to arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, either by you or the nominated Financial Institution.
6. It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

You may request to defer or alter the agreed drawing scheduled by giving written notice to us. We should receive such notice at least 14 business days prior to the due date. You may stop the payment of a drawing under the drawing arrangements by giving written notice directly to us, or through your Financial Institution. Notice sent to us should be received by us at least 14 business days prior to the due date.

You may cancel the Direct Debit arrangement at any time by giving written notice to us. We should receive such notice at least 14 business days prior to the due date.

You may terminate the drawing arrangements at any time by giving written notice directly to us, or through your Financial Institution. Notice sent to us should be received by us at least 14 business days prior to the due date.

All transaction disputes, queries and claims should be raised directly with us by phone on 1300 WEBFIRM, e-mail accounts@webfirm.com or by post to level 2, 419 Collins Street, Melbourne, VIC 3205 or lodge a Direct Debit Claim through your Financial Institution. We will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.