

# Direct Debit Request

## CUSTOMER'S AUTHORITY (Name of customer/s giving the DDR)

I/We

authorise you, **yourtown – APCA User ID Number: 067 086**, to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronics Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Service Agreement.

I/We authorise the following:

1. The debit user to verify the details of the abovementioned account, with my/our financial institution.
2. The financial institution is to release information allowing the debit user to verify the abovementioned account details.

Signatures

Date

## DETAILS OF ACCOUNT TO BE DEBITED (All details must be supplied)

Financial Institution

Branch

Account Name (in full)

BSB Number

Account Number

Note: Direct Debiting through BECS is not available for all accounts. If in doubt, account details should be checked against a recent statement, or please refer to your financial institution.

## PAYMENT DETAILS

This payment is for  
(eg. Draw Tickets/Donations)

yourtown ID number  
(Optional – located on your  
Order Form)

Address

Postcode/Zip

Phone

Email

## DIRECT DEBIT SERVICE AGREEMENT

By signing a Direct Debit Request, you have authorised us to arrange for funds to be debited from your nominated account, according to the agreement we have with you.

- **Changes by Us** – You will be advised 14 days in advance of any changes to the Direct Debit arrangements.
- **Changes by You** – For all matters relating to the Direct Debit arrangement you will need to: Call our office on 1800 555 079, visit our office in person, or advise us in writing. Please allow 5 days for the amendments to take effect. Requests for stops or cancellations can be directed to yourtown or your financial institution.
- **Your Responsibility** – The customer should be aware that it is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when payments are to be drawn.
- **Disputes** – If you believe there has been an error in debiting your account you should contact us in the first instance and confirm details with us in writing as soon as possible so that we can resolve your query quickly. We will investigate the matter and advise you in writing whether your account has been incorrectly or correctly debited. If we cannot resolve the matter, you can still refer it to your financial institution and they may lodge a claim on your behalf.
- **Returned payments** – In the event of returned unpaid transactions, the following will apply: **1.** You will be notified by phone of the details. **2.** You will have 7 days to pay the amount.
- **Fees and charges** – A fee of \$2.50 will be charged per unpaid transaction.
- If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day.
- All customer records and account details will be kept private and confidential, to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged incorrect or wrongful debt.

## RETURN THIS FORM

**BY MAIL:** Australia: yourtown Reply Paid 2944 Brisbane QLD 4001  
Other Countries: yourtown GPO Box 2944 Brisbane QLD 4001 Australia

**BY FAX:** Free Fax in Australia 1800 557 067  
New Zealand 0800 441 204  
Other Countries +61 7 3367 0642

yourtown  
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