

## Direct Debit Agreement

### Our commitment to you:

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance. In terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount of your BarWeb Subscription Fee.

### Drawing Arrangements

The first drawing under this Direct Debit arrangement will occur on the date advised.

If a drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.

We will give you at least 14 days written notice by e-mail when changes to the initial terms of the arrangement are made.

If you wish to discuss any changes to the initial terms, please contact administration on 3292 0222 or e-mail [admin@barweb.com.au](mailto:admin@barweb.com.au).

### Your Rights

#### Changes to the Arrangement

If you want to make changes to the drawing arrangements, please contact administration as above. These changes include:

- Stopping an individual debit;
- Cancelling the DDR completely;
- Suspending the DDR;
- Deferring the drawing;
- Altering the schedule;

### Enquires

Direct all enquiries to us, rather than to your financial institution, and these should be made at least seven – (7) working days prior to the next scheduled drawing date. All communication addressed to us should include your account number.

All personal customer information held by us will be kept confidential except the information provided to our financial institution to initiate the drawing to your nominated account.

### Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting administration on 3292 0222 during business hours. If you do not receive a satisfactory response from us to your dispute, contact your financial institution. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

### Your Commitment to Us

It is your responsibility to ensure that:

- Your nominated account can direct debit (your financial institution can confirm this);
- That on the drawing date there are sufficient cleared funds in the nominated account;
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, the fee will be re-drawn within seven (7) days. Any transaction fees payable by us in respect of the above will be added to your invoice. If the second drawing is dishonoured we will send an invoice for the amount and the transaction fees incurred by BarWeb Pty Ltd.

**(RETAIN THIS AGREEMENT FOR YOUR RECORDS)**

## Direct Debit Request

I/We request BarWeb Pty Ltd to arrange for funds to be debited from my/ our nominated account at the financial institution shown below according to the schedule specified below

Name			
Address			
Name and Branch of Financial Institution			
BSB		Account Number	
Debit Amount	\$	Commencing On	/ /

Visa <input type="checkbox"/>	MasterCard <input type="checkbox"/>	AMEX <input type="checkbox"/>
Name on Card		
Card Number		
Expiry	/	CVV
<b>Merchant Fees Apply</b>	<b>American Express – 3%</b>	<b>MasterCard or Visa – 2.95%</b>

Please debit the above amount from the account each quarter, on the first business day following 1<sup>st</sup> July, 1<sup>st</sup> October, 1<sup>st</sup> January, and 1<sup>st</sup> April in each year. I understand the first debit will occur on the first of these days, once BarWeb Pty Ltd has received this form. There will be an initial invoice issued for applicable setup fees and a pro-rata amount for the current quarter. **This will be automatically debited.**

I, the applicant, acknowledge that the service(s) applied for in this application form is to be provided in accordance with the attached Terms of Service. I agree to these terms and declare that this application has been completed truthfully and accurately.

\_\_\_\_\_  
Signature

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

**Please send to: [admin@barweb.com.au](mailto:admin@barweb.com.au) or GPO Box 710, Brisbane 4001**