

## Direct Debit Request (DDR)

For Credit Card Authorities, please complete sections 1 and 4.  
For Bank Account Direct Debits, please complete sections 2 and 4.

### 1. Credit Card Request

#### Request for Debit Amounts to Credit Card by the Direct Debit System

- Visa  
 MasterCard  
 American Express

Name on Card:

Card Number:

Expiry Date:

#### Credit Card Request Authorisation

I/We wish to use my/our ("Card") to pay for the goods/services as supplied by BFM Telecoms. I/We hereby authorise BFM to debit my/our Card account with the amount and at the intervals specified, and in the event of any change in the charges for these goods/services – to alter the amount from the appropriate date in accordance with such change. This authority shall stand, in respect of the above specified Card and in respect of any Card issued to me/us in renewal or replacement thereof, until I/we notify BFM in writing of its cancellation.

### 2. Bank Account Request

#### Request for Debit Amounts to Bank Accounts by the Direct Debit System

Account held in the name of:

Financial Institutions' BSB:

Account Number:

I/We authorise BFM Telecoms until further notice in writing, to debit my/our account as described in the schedule below any amounts which you may debit or charge me/us through the Direct Debit System. I/We understand and acknowledge that: (a) Bank/Financial Institution may, in its absolute discretion, determine the order of priority of payment by it of any monies pursuant to this Request or any authority mandate. (b) BFM may, by prior arrangement and advice to me/us, vary the amount or frequency of future debits.

### 3. Schedule Details

#### Schedule Details of Commencement date and Frequency

Debit Amount: As Invoiced      Commencing: 7 days after invoice

Frequency: Monthly      Duration: Until cancelled in writing

### 4. Request Authorisation

#### Authorisation Signature Panel

I/We have read the "Customer DDR Service Agreement" that is attached and acknowledge and agree with its terms and conditions. I/We request this arrangement to remain in force in accordance with the details set out in the Schedule described above and in compliance with the "Customer DDR Service Agreement".

Card / Account Holder Name:

Card / Account Holder Signature:

Date:

Account Username:

# Customer DDR Service Agreement



This document outlines our service commitment to you, in relation to the Direct Debit Request made between BFM Telecoms and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

**Please retain this page for your reference it contains important information.**

## **Direct Debit Request Customer Service Agreement**

### **Our commitment to you**

- (a) To provide you with the goods or services that this DDR relates.
- (b) We undertake to periodically debit your nominated account for the agreed amount as set out in the schedule of your signed DDR
- (c) The first drawing under this agreement will occur as stated 7 days after your first issued invoice.
- (d) Where the due date falls on a non-business day, we will draw the amount on the next business day.
- (e) Should you wish to discuss any matters in relation to your account or this DDR, you may do so by contacting us by:
  - a. Email: [accounts@bfm.net.au](mailto:accounts@bfm.net.au)
  - b. Post: PO Box 1052, BEENLEIGH QLD 4207
  - c. Phone: 0413 789 621 Fax: 1300 329 663
- (a) We will advise you by notice, statement or invoice prior to the date of the drawings.
- (b) We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.
- (c) We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated Financial 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.
- (d) We will keep all information provided by you and details of your nominated account at the Financial Institution private and confidential.
- (e) We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

### **Your commitment to us**

It is your responsibility to ensure that:

- (a) your nominated account can accept direct debiting (your financial institution can confirm this); and
- (b) that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.
- (c) at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- (d) to arrange with us a suitable alternate payment method if the drawing arrangements are stopped, either by you or the nominated Financial Institution.
- (e) 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.

### **Your rights**

- (a) If you wish to make changes to the drawing arrangements, contact us in any of the ways listed above. These changes may include:
  - a. Deferring the drawing; or
  - b. Altering the schedule; or
  - c. Stopping an individual debit; or
  - d. Suspending the DDR; or
  - e. Cancelling the DDR completely.
- (b) Direct all enquiries to BFM, rather than your financial institution, and these should be made at least 7 days prior to the scheduled drawing date. All communication should include your customer reference information.
- (c) Should you believe any drawing has been initiated incorrectly, we encourage you to take the matter up directly with us as listed above.
- (d) If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - a. Within 7 business days (for claims lodged within 12 months of disputed drawing); or
  - b. Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- (e) You will receive a refund of the drawing amount if we can not substantiate the reason for drawing.