



Australian Government
Royal Australian Air Force
Welfare Trust Fund

UPDATE DIRECT DEBIT ACCOUNT DETAILS

Customer details:	PMKeys Number (Mandatory) <input type="text"/>
	First Name (Mandatory) <input type="text"/>
	Last Name (Mandatory) <input type="text"/>
	Email <input type="text"/>
	Mobile Number (Mandatory) <input type="text"/>
	Address <input type="text"/>
	Address <input type="text"/>
Debit Arrangement	Regular Debits
	Starting date <input type="text"/>
	Debit Amount <input type="text"/>
	Frequency Every 84 days (6 pays)
	Duration Ongoing
Payment Method (complete either bank account or credit card option)	
Bank Account	BSB Number <input type="text"/>
	Account number <input type="text"/>
	Account holder name <input type="text"/>
Credit Card	Card number (do not use spaces) <input type="text"/>
	Expiry date (MM/YY) <input type="text"/>
	Card holder name <input type="text"/>

Terms and Conditions

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the RWTF and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the RWTF pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the RWTF or the terms and conditions of any agreement that I/we have with the RWTF.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the RWTF and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
 - (2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
 - (3) a payment request is received after normal Ezidebit cut off times, being 4:00pm Queensland time, Monday to Friday.
- Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the RWTF as provided for within my/our agreement with the RWTF. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the RWTF of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the RWTF if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the RWTF.

I/We acknowledge that any disputed debit payments will be directed to the RWTF and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Ezidebit. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the RWTF.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the RWTF agree to pay those fees and charges to Ezidebit.

Credit Card Payments

I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the RWTF as Ezidebit is acting only as a Direct Debit Agent for the RWTF. I/We acknowledge and agree that in the event that a claim is made, Ezidebit will not be liable for the refund of any funds and agree to reimburse Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit.

Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further information relating to Ezidebit's Privacy Policy can be found at www.ezidebit.com.au

I/we acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We authorise:

- a) Ezidebit to verify details of my/our account with my/our financial institution; and
- b) my/our financial institution to release information allowing Ezidebit to verify my/our account details