

# Direct Debit Request Form



Official request and authority to debit the account named below, to pay Netregistry Pty Ltd. Please forward completed forms via fax to (02) 8079 0742 or post to: Netregistry Accounts, PO Box 270, Broadway NSW 2007.

## Customer Details

Account Reference: \_\_\_\_\_

Domain Name(s): \_\_\_\_\_

## Request and Authority to Debit

I request and authorise Netregistry Pty Ltd – User ID 248080 to arrange for any amount Netregistry Pty Ltd may debit or charge to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below, subject to the terms and conditions of the Direct Debit Request Service Agreement [as well as any further instructions provided below].

Full Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

ABN / ACN: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

## Financial Institution Details

Name of Financial Institution: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Account Name: \_\_\_\_\_

BSB Number: \_\_\_\_ - \_\_\_\_

Account Number: \_\_\_\_\_

By signing this Direct Debit Request you hereby acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Netregistry Pty Ltd, as set out in Direct Debit Request Service Agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<p><b>Definitions</b></p>	<p><i>Account:</i> refers to the account held at your financial institution from which we are authorised to arrange for funds to be debited.</p> <p><i>Agreement:</i> this Direct Debit Request Service Agreement between you and us.</p> <p><i>Business day:</i> refers to a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><i>Debit day:</i> the day that payment by you to us is due.</p> <p><i>Debit payment:</i> a particular transaction where a debit is made.</p> <p><i>Direct debit request:</i> the Direct Debit Request between us and you</p> <p><i>Us or we:</i> refers to Netregistry Pty Ltd (" Netregistry"), the Debit User you have authorised by signing a direct debit request.</p> <p><i>You:</i> the customer who signed the direct debit request.</p> <p><i>Your financial institution:</i> the financial institution where you hold the account that you have authorised us to arrange to debit.</p>
<p><b>1. Debiting your account</b></p>	<p>1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for terms of the arrangement between you and us.</p> <p>1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request OR We will only arrange for funds to be debited from your account if we have sent (to the address nominated by you in the direct debit request) a billing advice, specifying the amount payable by you to us and when it is due.</p> <p>1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.</p> <p>1.4 If you are unsure about which day your account has or will be debited, you should ask your financial institution.</p>
<p><b>2. Change by us</b></p>	<p>2.1 We may vary any details of this agreement or a direct debit request at any time, by providing you with at least fourteen (14) days' written notice.</p>

<p><b>3. Changes by you</b></p>	<p>3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us directly on (02) 9934 0501</p> <p>3.2 If you wish to stop or defer a debit payment you must notify us (in writing) at least 5 days before the next debit day. This notice should be given to us in the first instance.</p> <p>3.3 You may also cancel your authority for us to debit your account at any time by giving us 5 days notice (in writing) before the next debit day. This notice should be given to us in the first instance.</p>
<p><b>4. Your obligations</b></p>	<p>4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made, in accordance with the direct debit request.</p> <p>4.2 If there are insufficient clear funds in your account to meet a debit payment:</p> <p>(a) you may be charged a fee and/or interest by your financial institution;</p> <p>(b) you may also incur fees or charges imposed or incurred by us; and</p> <p>(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.</p> <p>4.3 You should check your account statement to verify that the amounts debited from your account are correct.</p> <p>4.4 If Netregistry is liable to pay goods and services tax ("GST") on a supply, made in connection with this agreement, then you agree to pay Netregistry on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.</p>
<p><b>5. Dispute</b></p>	<p>5.1 If you believe that there has been an error in debiting your account, you should notify us directly on (02) 9934 0501 and confirm via a notice (in writing) with us as soon as possible so that we can resolve your query in a timely fashion.</p> <p>5.2 If we conclude, as a result of our investigations, that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you (in writing) of the amount by which your account has been adjusted.</p> <p>5.3 If we conclude, as a result of our investigations, that your account</p>

	<p>has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.</p> <p>5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.</p>
<p><b>6. Accounts</b></p>	<p>6.1 You should check:</p> <p>(a) with your financial institution whether direct debiting is available from your account, as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) your account details which you have provided to us are correct by checking them against a recent account statement; and</p> <p>(c) with your financial institution before completing the direct debit request, if you have any queries about how to complete the direct debit request.</p>
<p><b>7. Confidentiality</b></p>	<p>7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that we have about you:</p> <p>(a) to the extent specifically required by law; or</p> <p>(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).</p>
<p><b>8. Notice</b></p>	<p>8.1 If you wish to notify us in writing about anything relating to this agreement, please write to Netregistry Pty Ltd, Finance &amp; Administration, PO Box 270, Broadway, NSW, 2007.</p> <p>8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.</p> <p>8.3 Any notice will be deemed to have been received within two business days after it is posted.</p>