

Direct Debit Request Terms and Conditions

This Direct Debit Request (DDR) allows Tyro Payments to withdraw money from the nominated account with your financial institution (the Merchant Account) for the purposes of card acquiring services.

By signing the DDR you agree to these conditions. These conditions are part of the contract with Tyro for EFTPOS services (the Merchant Service Agreement), and apply to all credits and debits initiated by Tyro in regard to the Merchant Account.

These DDR conditions can only be changed in accordance with the Merchant Service Agreement. In particular you must contact Tyro if you want to close your Merchant Account, or change any details of your Merchant Account.

If you want to dispute a debit that has been

made from your Merchant Account, Tyro will respond in accordance with the Agreement. If you are not satisfied with Tyro's response, you can lodge a formal claim with your financial institution with which the Merchant Account is held.

You must ensure that sufficient cleared funds are available in the Merchant Account so that all debits made by Tyro under the agreement are met.

If there are insufficient funds and your financial institution dishonours the payment to Tyro, any charges incurred:

- By your financial institution may be debited from your Merchant Account;
- By Tyro may be debited from your Merchant Account.

If a direct debit initiated by Tyro is dishonoured

by your financial institution, the value of the dishonoured drawing will be debited to the Merchant Account. We will also draw money to cover any costs or charges incurred by Tyro in accordance with the Agreement.

You authorise the following:

- Your financial institution with which the Merchant Account is held to release information to Tyro allowing Tyro to verify the Merchant Account details.
- Tyro to verify the details of the Merchant Account with your financial institution with which the Merchant Account is held.

In the event your financial institution does not accept the DDR, you will promptly sign a form of Direct Debit Request that is acceptable to your financial institution.

New or Additional Direct Debit Request

(For instance for a separate fee account)

By signing this document, I/We authorise Tyro Payments Limited ABN 49 103 575 042 (the Debit User) to debit/credit my/our account, detailed above, with fees, charges and any other amount due by the Merchant under this Agreement through the Direct Debit System. I/We must pay the Debit User when due under the arrangement between the Debit User and me/us. The purpose of these debits will relate to fees, chargebacks, corrections and negative settlements.

I/We understand and acknowledge that the debit user may vary the amount or frequency of debits under this authority in accordance with any variation to the arrangement between the Debit User and me/us. I/We have read and accepted the Direct Debit Request Terms and Conditions. (If joint account, all signatures may be required.)

Trading Name

Merchant ID

To find your Merchant ID on the terminal, follow these prompts:

XENTA / XENTISSIMO Menu > Settings > Terminal Info
YOMANI / YOXIMO Menu > Integrated Eftpos > Authorise POS

Tyro Account Authorised Signatories

Name of Tyro Account Holder (1)

Name of Tyro Account Holder (2)

Physical authorised signature required (1)

Physical authorised signature required (2)

Date dd/mm/yyyy

Date dd/mm/yyyy

Bank Account Details

Bank Account Name

BSB Number Account Number

Name of Account Holder (1)

Name of Account Holder (2)

Physical authorised signature required (1)

Physical authorised signature required (2)

Date dd/mm/yyyy

Date dd/mm/yyyy

This change relates to:

- Settlement Account
- Fee Account

Note for Allied Health Professionals

This application only updates your details on your Tyro Merchant Services account. In order to update your CSC Claiming, please complete the "CSC Health Claims Update Provider Detail" form, to be found on Tyro's Merchant Portal.