

## IMPORTANT INFORMATION

- This form is a request to set up a Direct Debit from a nominated bank account.
- Please print in dark ink and block letters
- Please scan and email form to myway@act.gov.au
- Alternatively, please mail to Public Transport Customer Service Team, GPO 158, Canberra, ACT 2601

## Section 1 - Applicant Details

MyWay  
Card No.

Title: Surname: Given Name(s):

Date of Birth: ☐ Male ☐ Female

Address: Suburb: State: Postcode:

Phone Number: ( ) Email:

☐ I would like to be notified via email about ACT Public Transport news, updates and important service information.

## Section 2 - Type of Application

☐ New Application ☐ Change of Autoload Details (please tick one box only)

## Section 3 - MyWay Password

Use your password to access balance details online, monitor transactions and to restore any prepaid amount remaining on the card if lost, stolen or damaged. Please select a secure password from the options below.

Mothers maiden name ☐ Favourite colour ☐ Town of birth ☐ Pets name ☐ Favourite place ☐

MyWay Password 

## Section 4 - Account Details

Name of Financial Institution:

Account Name:

BSB: Account Number:

## Section 5 - Bank Account Holder Authorisation

I/We [insert name(s)]:

Authorise and request **ACTION MyWay**, APCA user ID no. **402236** to arrange for the following funds to be debited from my/our account at the financial institution identified above and as mentioned above through the Bulk Electronic Clearing System (BECS). Amount to be debited per Autoload:  (Minimum Autoload amount is \$20 and maximum amount is \$190)

This Direct Debit Request is made subject to the MyWay Autoload Direct Debit Service Agreement (see reverse).

Bank Account Holder Signature: Date: / /

Bank Account Holder Signature: Date: / /

Turn over for Direct Debit Service Agreement and Declaration and Consent.

### Office Use Only

Processing Officer:

Date Processed: / /

## Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions on which you (the Bank Account Holder) authorise us (MyWay) to automatically deduct the amount authorised by your Direct Debit Request (DDR) from your bank account at your nominated financial institution and transfer this amount (Autoload amount) to the MyWay card nominated on the DDR.
2. You should allow up to seven days for your DDR to be established.
3. Your DDR authorises us to arrange for the transfer of the Autoload amount, whenever the value on the nominated MyWay card goes below the low value threshold amounts of \$10 for standard MyWay cards or \$7 for concession and student MyWay cards, whichever is applicable.
4. The Autoload amount that you wish to transfer to the nominated MyWay card must be no less than \$20 and no more than \$190. It is generally recommended that the Autoload amount should allow for at least 10 of the card holder's normal journeys to reduce the number of transactions required per month.
5. When the nominated MyWay card goes below the low value threshold, the amount that you have nominated on your DDR will automatically be added to the nominated MyWay card when it is presented to a MyWay processor. The MyWay system account balance that is linked to the nominated MyWay card will be updated the following day.
6. The transfer of funds from your bank account of the Autoload amount will normally take place within two (2) business days following the update of the MyWay system account.
7. If an Autoload transaction falls on a weekend or public holiday, the debit to your bank account will be processed on the next business day. If you are unsure as to when a debit will be processed, you should ask your financial institution.
8. You must ensure that you have sufficient clear funds available in your nominated bank account on the transfer date to permit your DDR payment. If funds are not available, the amount transferred to the nominated MyWay card account will be reversed and your DDR will be cancelled. Your financial institution may charge you a fee if your bank account has insufficient funds or is unable to process your DDR payment.
9. Debit user must provide for no less than 14 days notice to the customer if there is a variation to any of the debit arrangements.
10. To reactivate a cancelled DDR, you will have to submit a new DDR application form.
11. If MyWay incurs any costs, bank fees or charges as a result of a dishonoured direct debit, these fees may be passed on to you as a charge.
12. Stopping a debit item. You can cancel, vary or defer the DDR by notifying us in writing. You will need to allow a minimum of 14 days to process your request or the debit may still be made.
13. Amounts transferred to the nominated MyWay card are non-refundable.
14. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure as to whether direct debit is available on your account, you should check with your financial institution.
15. You should also check any amounts transferred to the nominated MyWay card against a recent statement from your financial institution.
16. If you believe that a debit has been made incorrectly, you should contact us and we will attempt to resolve the issue immediately or agree on a time to get back to you. If you are not happy with our response, we will advise you of further options.
17. We will keep information about your financial institution account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.

## Section 6 - Declaration and Consent

The use of the MyWay card is subject to terms and conditions and privacy statement as outlined at [www.transport.act.gov.au](http://www.transport.act.gov.au). If you do not have access to the internet, please call 13 17 10 to have a copy mailed to you. By completing this form you agree to these terms and conditions and privacy statement and authorise the collection of personal information for the provision of services when you enter into an agreement to purchase or register MyWay smartcards, conduct transactions on the MyWay system or apply for concessionary travel entitlements and allowances. The legal authority to regulate public transport services is under the Road Transport (Public Passenger Services) Act 2001. The collection, storage, use and disclosure of personal information is undertaken in accordance with the Commonwealth Privacy Act 2014. Information collected will only be used for the intended purposes or where the disclosure or use of that information is authorised by law. Disclosure of personal information may include, but not be limited to, disclosure of travel behaviour to law enforcement agencies such as the Australian Federal Police conducting criminal investigations, customer information to third parties involved in managing the MyWay system and government agencies that manage concession entitlements for which passengers may be eligible.

Signature of Applicant: \_\_\_\_\_

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