



## Direct Debit Request (DDR)

Request for debiting amounts from your bank account and crediting them to your Ace Parking Account via the direct debit system. Please fill in all fields in clear print for prompt processing.

### PART A – Customer Details

Please ensure your account details are correct by checking them against a recent account.

Name in which the account is held	Contact Name	
<input type="text"/>	<input type="text"/>	
Billing Address	Ace Parking Account Number	
<input type="text"/>	<input type="text"/>	
Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>

### PART B – Bank Account or Credit Card\* Details to be debited

Name of Financial Institution where account is held	Visa	Mastercard
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branch name	Card Number	
<input type="text"/>	<input type="text"/>	
Name of Account to be debited	Name on card	
<input type="text"/>	<input type="text"/>	
BSB Number	Expiry Date	
<input type="text"/>	<input type="text"/>	
Account Number		
<input type="text"/>		

\*Bank Accounts attract a Processing Fee of \$2.00 per transaction

\*Credit Cards attract a Merchant Fee of 3% per transaction

### PART C – Schedule

Frequency (Please Tick One)

☐ Monthly

☐ Once Off

- Monthly payments will be charged on the 1<sup>st</sup> of each month or the closest business day that the fees and charges apply to;
- No late fees can be incurred through this process;
- One Off payments will be debited / charged on receipt of this form; and
- Once Off payment will incur a \$3.00 administration fee.

### PART D – Authorisation

I/We authorise and request Ace Parking Pty Ltd (082 604 840) to arrange for funds to be debited from my/our nominated account at the financial institution identified above according to the specified schedule and attached Direct Debit Agreement for the outstanding amount of the above listed Ace Parking account.

Signature of Account / Credit Card Owner & Holder

Date

Signature of Authorised Representative for the Account

Date



## Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions on which you have authorised us, Ace Parking Pty Ltd, to automatically deduct amounts that become payable to your Ace Parking Account from your bank account at your financial institution. Your *Direct Debit Request* ('DDR') authorises us to arrange for the payment of amounts due to us, and at the times required, for parking, related fees and charges you have incurred in your use of Ace Parking.
2. Direct Debit 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 bank. You should also check your account details against a recent statement from your bank.
3. We can amend this Direct Debit Request Service Agreement at any time after giving you a minimum of 14 days notice.
4. You can cancel, vary, defer or suspend the DDR, or stop an individual debit from taking place under this agreement by contacting us in writing of your request. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made.
5. If a payment due date falls on a weekend or a Victorian or national public holiday, the debit will be processed on the next business day. If you are unsure as to when a debit will be processed you should ask your bank.
6. You must ensure that you have sufficient clear funds available in your nominated account on the due date to permit the payment under the DDR. If funds are not available you will need to arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee. A second attempt may occur after four (4) business days.
7. If Ace Parking Pty Ltd incur any bank fees or charges as a result of a dishonoured direct debit, these fees may be passed on to you as a charge on your Ace Parking Account.
8. If you believe that a debit has been made incorrectly you should contact us. We will then 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.
9. 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.
10. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account and Ace Parking Pty Ltd is advised if your account is transferred or closed.