

# Direct Debit Request

In partnership with the National Bank we can now offer our clients the convenience of two direct debit payment methods to pay their account being: a direct debit from a nominated bank account or a direct debit from a nominated credit card (either Mastercard or Visa).

To register for one of these direct debit methods, please select either option 1 or option 2 below and return this form to ART Security by fax: 9882 9395, email: accounts@artsecurity.com.au or mail to P O Box 494, Hawthorn 3122.

## Request and Authority to debit the account named below to pay ART Security Pty Ltd

<b>Request and Authority to debit</b>	<p><b>Your Surname or Company name</b> _____</p> <p><b>Your Given name or ABN/ARBN</b> _____ "you"</p> <p>request and authorise ART Security Pty Ltd - User ID 434350, to arrange, through its own financial institution, a debit to your nominated account any amount ART Security Pty Ltd, has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
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<p><b>Option 1</b> <input type="checkbox"/> Tick for option</p> <p>Insert details of Bank Account to be debited</p> <p>Insert the name and address of financial institution at which account is held</p>	<p><b>Name/s on account</b> _____</p> <p><b>BSB number</b> (Must be 6 Digits)  __ _ _ _  -  __ _ _ _ </p> <p><b>Account number</b>  __ _ _ _ _ _ _ _ _ _ _ _ _ _ _ </p> <p><b>Financial institution name</b> _____</p> <p><b>Branch Address</b> _____</p>
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<p><b>Option 2</b> <input type="checkbox"/> Tick for option</p> <p>Insert details of Credit Card to be debited</p>	<p><b>Name on Card</b> _____</p> <p><b>Credit Card Number</b>  __ </p> <p><b>Expiry Date</b>  __ _ _  /  __ _ _  Visa <input type="checkbox"/> Mastercard <input type="checkbox"/></p>
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By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **ART Security Pty Ltd** as set out in this Request and in your Direct Debit Request Service Agreement on page 2.

<b>Insert your signature and address</b>	<p><b>Signature</b> _____</p> <p>(If signing for a company, sign and print full name and capacity for signing eg. director)</p> <p><b>Address</b> _____</p> <p><b>Date</b> ___ / ___ / ___</p>
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<b>ART Account details</b>	<p><b>Client number</b>  __ _ _ _ _ _ _ _ _ _ _ _ _ _ _ </p> <p><b>Email address for Tax/Invoices</b> _____</p> <p><b>Email general correspondence</b> _____          (if different from above)</p>
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# Direct Debit Request Service Agreement



This is your Direct Debit Service Agreement with **ART Security Pty Ltd, User ID 434350 ABN 47 044 588 084**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

## Definitions:

**Option 1 - Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**Option 2 - Credit card** means a Visa or Mastercard issued by a financial institution.

**agreement** means this Direct Debit Request Service Agreement between *you* and *us*.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between *us* and *you*.

**us** or **we** means **ART Security Pty Ltd**, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

**you** means the customer who has signed or authorised by other means the *Direct Debit Request*.

**your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

## 1. Debiting your account

1.1 By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *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 the terms of the arrangement between *us* and *you*.

1.2 *We* will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*

1.3 If the *debit day* falls on a day that is not a *banking day*, *we* may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

## 2. Amendments by us

2.1 *We* may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen (14) days written notice.

## 3. Amendments by you

3.1 *You* may change\*, stop or defer a debit payment, or terminate this agreement by providing *us* with at least fourteen (14) days notification in writing by either emailing to: [accounts@artsecurity.com.au](mailto:accounts@artsecurity.com.au) or ART Security Pty Ltd – P O Box Vic 3122, Hawthorn Vic 3122 or by telephoning *us* on 1300 278 732 during business hours; **or** arranging it through your own financial institution, which is required to act promptly on your instructions.

\*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising us **ART Security Pty Ltd** your new account details.

## 4. Your obligations

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*.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:

(a) *you* may be charged a fee and/or interest by *your financial institution*;

(b) *you* may also incur fees or charges imposed or incurred by *us*; and

(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*.

4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct

## 5. Dispute

5.1 If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 1300 278 732 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve your query more quickly. Alternatively *you* can take it up directly with your financial institution.

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.

5.3 If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

## 6. Accounts

*You* should check:

(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.

(b) *your account details* which *you* have provided to *us* are correct by checking them against a recent account statement; and with your financial institution before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

## 7. Confidentiality

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.

7.2 *We* will only disclose information that *we* have about *you*:

(a) to the extent specifically required by law; or

(b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

## 8. Notice

8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to either [accounts@artsecurity.com.au](mailto:accounts@artsecurity.com.au) or ART Security Pty Ltd – P O Box Vic 3122, Hawthorn Vic 3122

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*.

8.3 Any notice will be deemed to have been received on the third *banking day* after posting.