

# AUTOMATIC PAYMENT AUTHORITY

Account Name : \_\_\_\_\_ Phone Number: \_\_\_\_\_

Site Address : \_\_\_\_\_

I/We request that you charge my/our account in accordance with this Agreement.

Total Account or  Maximum amount to be debited : \$ \_\_\_\_\_

Please Add \$ \_\_\_\_\_ for 1<sup>st</sup> / next payment only commencing 1<sup>st</sup> of \_\_\_\_\_

Frequency of debit: Monthly (1<sup>st</sup> Working Day of Month)

## CREDIT CARD AUTHORISATION

I/We hereby authorise Rechenberg Pty Limited to arrange for funds to be debited from my/our credit card identified below and as prescribed below through the Electronic Funds Transfers Machine. This authorisation is to remain in force in accordance with the terms described in the Service Agreement.

Card Type :  Mastercard  Visa  American Express

Card Number:  /  /  /

Card Holder's Name: \_\_\_\_\_

Card Expiry Date: \_\_\_\_\_ / \_\_\_\_\_

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

**OR**

## DIRECT DEBIT REQUEST

I/We authorise Rechenberg Pty Limited (**User ID 068987**) to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Service Agreement.

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

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

BSB Number: - Account Number:

Signature/s : \_\_\_\_\_ Date : \_\_\_\_\_

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

## OFFICE USE

1. Debiting details – Your account will be debited in accordance with the Direct Debit Request.
2. You will be advised 14 days in advance of any changes to the Direct Debit arrangements. **MC** \_\_\_\_\_
3. For all matters relating to the Direct Debit; to cancel, defer, alter or dispute the arrangement, you will need to:
  - a. Call our office 07 41501234
  - b. Email: [admin@rechenberg.com.au](mailto:admin@rechenberg.com.au)
  - c. Allow for 14 days for the amendments to take effect. **BP** \_\_\_\_\_
4. The customer should be aware that:
  - a. Direct debiting through BECS is not available on all accounts; and
  - b. Account details should be checked against a recent statement from its Financial Institution,
5. If you are in any doubt, you should check your Ledger Financial Institution before completing the drawing authority.
6. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
7. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day.
8. For returned unpaid transactions, the following procedures will apply:
  - a. You will be notified by phone of the details
  - b. You will have 7 days to pay the amount.
9. Fees and charges
  - a. Unpaid transaction \$10.00 per time
10. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

PLEASE RETURN VIA MAIL: 7A MARYBOROUGH ST, BUNDABERG 4670 / FAX: 07 4150 1222 / EMAIL: [admin@rechenberg.com.au](mailto:admin@rechenberg.com.au)



**Rechenberg Pty Ltd**  
7a Maryborough Street, Bundaberg  
Phone: 07 41501234  
Fax: 07 41501221  
admin@rechenberg.com.au

## Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Rechenberg Pty Ltd (User Id 068987) ABN 19 056 472 694. 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	<p><b>account</b> means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p><b>agreement</b> means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p><b>banking day</b> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><b>debit day</b> means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p><b>debit payment</b> means a particular transaction where a debit is made.</p> <p><b>direct debit request</b> means the Direct Debit Request between <i>us</i> and <i>you</i>.</p> <p><b>us</b> or <b>we</b> means Rechenberg Pty Ltd, (the Debit User) <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p><b>you</b> means the customer who has signed or authorised by other means the <i>Direct Debit Request</i>.</p> <p><b>your financial institution</b> means the financial institution nominated by <i>you</i> on the DDR at which the <i>account</i> is maintained.</p>
1. Debiting your account	<p>1.1 By signing a <i>Direct Debit Request</i> or by providing <i>us</i> with a valid instruction, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. <i>You</i> should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 <i>We</i> will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>; or <i>We</i> will only arrange for funds to be debited from <i>your account</i> if <i>we</i> have sent to the address nominated by <i>you</i> in the <i>Direct Debit Request</i>, a billing advice which specifies the amount payable by <i>you</i> to <i>us</i> and when it is due.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, <i>we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p>
2. Amendments by us	<p>2.1 <i>We</i> may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving <i>you</i> at least fourteen (14) days written notice.</p>
3. Amendments by you	<p>3.1 <i>You</i> may change*, stop or defer a debit payment, or terminate this agreement by providing <i>us</i> with at least fourteen (14) days notification by writing to: 7a Maryborough Street, Bundaberg, Qld, 4670; or email: admin@rechenberg.com.au; or by telephoning <i>us</i> on 07 41501234 during business hours; or arranging it through your own financial institution, which is required to act promptly on your instructions.</p> <p>*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising <i>us</i> Rechenberg Pty Ltd your new account details.</p>
4. Your obligations	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit</i></p>

	<p><i>payment:</i></p> <p>(a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;</p> <p>(b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and</p> <p>(c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i>.</p> <p>4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct</p>
5 Dispute	<p>5.1 If <i>you</i> believe that there has been an error in debiting <i>your account</i>, <i>you</i> should notify <i>us</i> directly on 07 41501234 and confirm that notice in writing with <i>us</i> as soon as possible so that <i>we</i> can resolve your query more quickly. Alternatively <i>you</i> can take it up directly with your financial institution.</p> <p>5.2 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your account</i> (including interest and charges) accordingly. <i>We</i> will also notify <i>you</i> in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited <i>we</i> will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding in writing.</p>
6. Accounts	<p><i>You</i> should check:</p> <p>(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) <i>your account</i> details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and</p> <p>(c) with <i>your financial institution</i> before completing the <i>Direct Debit Request</i> if <i>you</i> have any queries about how to complete the <i>Direct Debit Request</i>.</p>
7. Confidentiality	<p>7.1 <i>We</i> will keep any information (including <i>your account</i> details) in <i>your Direct Debit Request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 <i>We</i> will only disclose information that <i>we</i> have about <i>you</i>:</p> <p>(a) to the extent specifically required by law; or</p> <p>(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</p>
8. Notice	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to Rechenberg Pty Ltd, 7a Maryborough Street, Bundaberg, Qld, 4670.</p> <p>8.2 <i>We</i> will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>Direct Debit Request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the third <i>banking</i> day after posting.</p>