# WEX Terminal Hire Direct Debit Request

Please complete the Direct Debit Authority form below to enable WEX to Direct Debit your monthly terminal rental costs.

**Request and Authority to debit the account named below to pay WEX Australia Pty Ltd.**

## Request and Authority to debit

Company or Surname:

ABN or Given Name:

**Request and authorise WEX Australia Pty Ltd (User ID 028424) to arrange for any amount WEX Australia Pty Ltd may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement.**

## Account Details

### Insert the name and debit address of financial institution at which account is held

Financial Institution Name:

Address:

Postcode:

### Insert details of account to be debited

Name of Account:

BSB Number:

Account Number:

## Acknowledgment

**By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and WEX Australia Pty Ltd as setout in this Request and in your Direct Debit Request Service Agreement.**

## Payment Details

### Debits will be made fourteen (14) days after the issue of a billing advice. Insert your Signature and Address below.

**Please note:** Before signing, read Direct Debit Request Service Agreement.

Signature:

Date: / /

***(If signing for a company, sign and print full name and capacity for signing e.g. Director)***

Full Name:

Capacity:

Address:

Postcode:

# WEX Direct Debit Service Agreement

## Terms and Conditions of Account

**Definitions**

***Account*** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
***Agreement*** means this Direct Debit Request Service Agreement between you and us.
***Business 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 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 ( and includes any Form PD-C approved for use in the transitional period).
***Transitional period*** means the period commencing on the industry implementation date for Direct Debit Requests and concluding 12 calendar months from that date.
***Us*** or ***We*** means WEX Australia Pty Ltd you have authorised by signing a direct debit request.
***You*** means the customer who signed the direct debit request.
***Your financial institution*** where you hold the account that you have authorised us to arrange to debit.

1. Debiting ***your account***
   - 1.1 By signing a *direct debit request*, *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* if *we* have sent to the address nominated by *you* in the *direct debit request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.
   - 1.3 If the *debit day* falls on a day that is not a *business day*, *we* may direct *your financial institution* to debit *your account* on the following *business day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Changes 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. Changes by ***you***
   - 3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us* on 1300 366 109.
   - 3.2 If *you* wish to stop and defer a *debit payment you* must notify *us* in writing at least three (3) working days before the next day. This notice should be given to *us* in the first instance.
   - 3.3 *You* may also cancel *your* authority for *us* to debit your *account* at any time by giving *us* three (3) days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.

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.
   - 4.4 If WEX Australia Pty Ltd is liable to pay goods and service tax ("GST") on a supply made in connection with this agreement, then *you* agree to pay WEX Australia Pty Ltd on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute
   - 5.1 If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 1300 366 109 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly.
   - 5.2 If *you* 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.
   - 5.4 Any queries *you* may have about an error made in debiting *your account* should be directed to *us* in the first instance so that *we* can attempt to resolve the matter between *us* and *you*. If *we* cannot resolve the matter *you* can still refer it to *your financial institution* which will obtain details from *you* of the disputed transaction and may lodge a claim on *your* behalf.

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
   - (c) 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 purpose 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:
     WEX Australia Pty Ltd
     GPO Box 5342
     Melbourne 3001
   - 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 two *business days* after it is posted.