

Direct Debit Request Form

Request and Authority to debit the Account or Credit Card indicated below to pay Pivotel Satellite Pty Limited



ABN 81 099 917 398

DETAILS

PIVOTEL MOBILE NUMBER (OR ACCOUNT NUMBER FROM BILL)

SURNAME OR COMPANY NAME ("YOU"):

GIVEN NAMES OR ABN/ACN:

Complete Section 1 to Direct Debit from your Bank Account
OR Section 2 to charge to your Credit Card.

SECTION 1: DIRECT DEBIT REQUEST

You request and authorise Pivotel Satellite Pty Limited, ABN 81 099 917 398 (Debit User Identification Number 226163) to arrange for any amount Pivotel Satellite Pty Limited 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. This authority is to remain in force until further notice.

NAME OF FINANCIAL INSTITUTION

ADDRESS OF FINANCIAL INSTITUTION

BANK DETAILS TO BE DEBITED

ACCOUNT NAME (GIVEN NAME & SURNAME/COMPANY OR BUSINESS NAME)

BSB NUMBER

ACCOUNT NUMBER

ACKNOWLEDGEMENT

By signing this Direct Debit Request you acknowledge that you have read and understood the terms and conditions governing the debit arrangements between you and Pivotel Satellite Pty Limited as set out in this Direct Debit Request and in the Direct Debit Request Service Agreement. If nominating a Joint Account or your method of operation is for two parties to sign, both parties must sign to authorise this Direct Debit Request.

PAYMENT DETAILS: Payments will be made seventeen (17) days after the date of issue of your bill.

SIGNATURE

DATE

ADDRESS

SECTION 2: CREDIT CARD AUTHORITY

You request and authorise Pivotel Satellite Pty Limited, ABN 81 099 917 398 to arrange for any amount Pivotel Satellite Pty Limited may debit or charge you to be debited from the credit card identified below. This authority is to remain in force until further notice.

DETAILS OF CREDIT CARD TO BE DEBITED (PLEASE TICK ONE) :

☐

VISA

☐

MASTERCARD

☐

AMEX

NAME AS PRINTED ON THE CARD

CARD NUMBER

EXPIRY DATE

CCV

NAME OF FINANCIAL INSTITUTION

ADDRESS OF FINANCIAL INSTITUTION

ACKNOWLEDGEMENT

By signing this Credit Card Authority you acknowledge that you have read and understood the terms and conditions governing the debit arrangements between you and Pivotel Satellite Pty Limited as set out in this request.

PAYMENT DETAILS: Debits will be made seventeen (17) days after the date of issue of your bill.

SIGNATURE

DATE

ADDRESS

You can email completed form to:
mail@pivotel.com.au

Alternatively, return completed form by post to:
**Pivotel Satellite Pty Limited
Locked Bag 100
Southport
QLD 4215**

If you have any questions or need assistance
in completing this form please call our
Customer Care team on:
1300 882 448

Direct Debit Service Agreement



The following is your Direct Debit Service Agreement with Pivotel Satellite Pty Limited ABN: 81 099 917 398. The agreement is designed to explain 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.

We recommend you keep this agreement in a safe place 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 form.

Definitions

- **account number** 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*.
- **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 Pivotel Satellite Pty Limited, (the Debit User) *you* have authorised by signing a *direct debit request*.
- **you** means the customer who signed 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

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.

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

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

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

You may change the arrangements under a direct debit request by contacting us by telephone on 1300 882 448, or by writing to Pivotel Satellite Pty Limited, Locked Bag 100, Southport Mail Centre, QLD, 4215.

If you wish to stop or defer a debit payment, you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be emailed to us at mail@pivotel.com.au

You may cancel your authority for us to debit your account at any time by giving us fourteen (14) days notice in writing before the next debit day. This notice should be posted to us at Pivotel Satellite Pty Limited, Locked Bag 100, Southport Mail Centre, QLD, 4215 or sent via email to mail@pivotel.com.au.

You can also arrange to stop/defer this agreement through you own financial Institution.

4. Your obligations

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**.

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.

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

5. Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on 1300 882 448 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 with your financial institution direct.

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.

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
- (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

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.

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

If you wish to notify us in writing about anything relating to this agreement, you should write to:

Pivotel Satellite Pty Limited
Locked Bag 100, Southport
QLD 4215

or via email at mail@pivotel.com.au

We will notify you by sending a notice via email to the address you have given us in the Direct Debit Request.

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