

MOTORCYCLE CARD
APPLICATION FORM
CREDIT CARD OR
DIRECT DEBIT

Mail or Fax Sections 1-3 to:

E-way™
Private Bag 78
MOOREBANK NSW 1875

Fax to:
(02) 9824 3988



**Electronic Tolling
Motorcycles Only**
USING M4 & M5 ONLY



Section 1

Your account details

Existing Customers

Account number If applicable

All applicants must fill out this section.

Company name (if opened by a company)

ACN/ABN

Mr Mrs Ms Miss Other

Family Name

Given Name

No. Street

Suburb

Postcode

Mailing address (if different to street address)

No. Street

Suburb

Postcode

Contact phones (H) ()

(W) ()

Fax ()

Mobile

Email

Primary Motorway

M5

M4

Eastern Distributor

Second Authority to Operate Account

Name

Date of Birth

Mothers Maiden Name or a Password

I/We acknowledge and accept the E-way™ tag Terms and Conditions of Agreement (stated or otherwise) – see over for conditions of use. I acknowledge that I have read and understood the information contained in the Customer Privacy Advice and consent to the use of my personal information for the purposes outlined there in.

Your signature

Date

*E-way™ and the E-way™ chevron device – trade mark applications pending Interlink Roads Pty Limited

Section 2

Paying by Credit Card

Paying your Motorcycle Card account by credit card is easy. To open your account your credit card will be debited with the deposit amount plus your top-up amount. When your account balance falls below \$20 or 30% of the highest monthly usage >\$70 in the prior 3 months your credit card will be debited again. Only one debit will be made regardless of how many tags you order. If you expect your monthly use of the E-way tag(s) to be greater than the standard amount (\$100) please complete the box below.

Top-up amount: Standard \$100 or Other \$ (minimum \$80)

Number of tags

(Large user only: units of \$100 at each top up)

Please debit my: (tick one)

VISA MasterCard Bankcard AMEX

Name on card

Card number – Visa, MasterCard or Bankcard

Card number – American Express

*A surcharge of 1.2 % of transaction value will apply.

Expiry date

Signature of cardholder

Date

Changing Your Credit Card

When you change your credit card or receive a replacement with a new expiry date you must advise us of the details.

We will not attempt to top up your account once the credit card expiry date on our files has passed.

MC 12 /03

Section 3

Direct Debit Request

Paying by Direct Debit is also easy. Simply select the frequency that you want us to debit your financial institution account, the day of the week or month you want that to happen and then the amount* you want debited. On the selected day we will debit your account for what you have used since your last direct debit.

Frequency of direct debit

Weekly Fortnightly Monthly

Day of the week to debit or (Monday-Friday)

Day of the month to debit (1st-31st)

Standard* account level

Other* account level

Date you wish to start

Please note the tag distribution will occur after this date.

*For an explanation on how to select a standard or other amount please see over.

Customers Authority

Name of customer giving the DDR

I/We

authorise Interlink Roads Pty Limited (the User) 064869 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.

This authorisation is to remain in force in accordance with the terms prescribed in the Service Agreement.

Customer signatures(s)

If joint account all signatures may be required

Date

Details of account to be debited. (All details must be supplied)

Name of Financial Institution

Address of the Financial Institution

Account Name

BSB Number

Account Number (from your statement)

I/We authorise the following:

1. The Debit User to verify the details of the above mentioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing the Direct User to verify the above mentioned account details.

Signed by the

Customers(s)

Direct Debit Request Service Agreement

Definitions

account means the account held at *your financial institution* from which we are authorised to debit funds.

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 New South Wales.

debit day means the day that the 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 Interlink Roads Pty Limited.

you means the customer who signed the *direct debit request*.

your financial institution is the financial institution where *your account* is held.

1. Debiting your account

- 1.1 By signing a *direct debit request*, *you* have authorised *us* to debit funds from *your account*. Refer to the *direct debit request* and this *agreement* for the terms of the arrangement.
- 1.2 *We* will only debit funds from *your account* as authorised in the *direct debit request* or by a special request by *you*.

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 4, *you* may change the arrangements under a *direct debit request* by contacting *us* at Private Bag 78, Moorebank, NSW, 1875 or by facsimile to (02) 9824 3988.
- 3.2 To stop or defer a *debit payment* *you* must notify *us* in writing at least 4 days before the next *debit day*. This notice should be given to *us* in the first instance.

4. Cancellation of your authority

- 4.1 *You* may cancel *your authority* for *us* to debit *your account* by giving *us* notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.

5. Dispute

- 5.1 If *you* believe that there has been an error in debiting *your account* *you* should notify *us* directly by telephone to 1300 555 833 or facsimile to (02) 9824 3988 and confirm that notice in writing with *us* as soon as possible.
- 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 adjusting *your account*. *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*.

6. Accounts

- You* should check:-
- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting through BECS is not available on all accounts. (BECS = Bulk Electronic Clearing System)
 - (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement.

7. Your obligations

- 7.1 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*.
- 7.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:-
 - (a) *you* may be charged a fee/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 cheque or arrange for sufficient clear funds to be in *your account* by the next due date so that *we* can process the *direct payment*.
- 7.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

8. When your account will be debited

- 8.1 If the *debit day* falls on a day that is not a *business day* *we* will debit *your account* on the following *business day*.
- 8.2 If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

9. Confidentiality

- 9.1 *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.
- 9.2 *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).

10. Notice

- 10.1 If *you* wish to notify *us* in writing about this *agreement* *you* should write to Customer Service, Private Bag 78, Moorebank, NSW, 1875.
- 10.2 *We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us*.
- 10.3 Any notice will be deemed to have been received two *business days* after it is posted.

Motorcycle Card Terms and Conditions of Agreement

Continued use of the Motorcycle Card by the Customer constitutes acceptance of these Terms and Conditions.

Definitions

1. a. 'Customer' means the person who has been issued with an Motorcycle Card.
- b. 'Owner' means Interlink Roads Pty Ltd - ABN 53 003 845 430 or its nominee or assignee.
- c. 'Toll Account' means an account opened by the Customer with the Owner for the purpose of accounting for tolls, fees and charges incurred.
- d. 'Tollroads' means the M5 South West Motorway, the M4 Western Motorway, or any other road or location as may be advised by the Owner. Motorcycle Card will not be accepted on the Eastern Distributor, M2 Motorway, Sydney Harbour Bridge & Tunnel, Queensland Motorways or Melbourne City Link.

Motorcycle Card set up

2. Motorcycle Cards remain the property of the Owner. The Customer must not sell or otherwise assign its rights in the Motorcycle Card, but may permit others to use it. The Motorcycle Card must be surrendered to the Owner upon request.
3. All tolls, charges and fees include the Goods and Services Tax (GST) unless otherwise indicated.
4. The Customer will make an initial pre-payment into the Toll Account when it is opened.
5. Each time the Motorcycle Card is used to pay a toll or any other charge, whether by the Customer or anyone else, (authorised or not) the Toll Account will be debited with the applicable toll or other charge.
6. A quarterly statement of Motorcycle Card usage will be sent to the Customer detailing all payments received and tolls and other charges incurred. Replacement statements are available for a fee.
7. The Customer authorises the Owner to automatically replenish the Customer's Toll Account with the top-up amount nominated by the Customer once the Toll Account balance falls below the nominated threshold (for credit cards) or according to the Direct Debit Request.
8. The Customer will remain liable to pay any outstanding toll and other charges if the Toll Account balance is insufficient to meet the toll and other charges incurred.

Use of the Motorcycle Card

9. The Motorcycle Card may only be used in accordance with the conditions applying generally to the use of the Tollroads.
10. The Customer must immediately inform the Owner if the Motorcycle Card is lost, stolen, not read, malfunctions or is in any way defective.
11. A Motorcycle Card which, in the opinion of the Owner, is defective for reasons other than abuse or improper use will be replaced free of charge.
12. The Owner will, upon being notified, invalidate a lost or stolen Motorcycle Card. The Customer can obtain a replacement Motorcycle Card for a fee equivalent to the cost of replacing the Motorcycle Card including postage and handling costs.
13. The Customer will not have a claim for any damages if the Motorcycle Card fails to work or is invalidated.
14. If the Motorcycle Card is not read in a lane which also provides for cash payment, the Customer must pay cash.
15. You must stop and swipe your Motorcycle Card at the card readers on the tollbooths. **Do not use your Motorcycle Card in E-Way™ lanes.**

Terminating the Agreement

16. The Customer may terminate the agreement at any time by returning the Motorcycle Card to the Owner.
17. The Owner may terminate the agreement at any time by written notice to the Customer.
18. On termination of the agreement, the Owner will return to the Customer any credit balance in the Toll Account, including any security deposit held, after all accrued tolls and other charges have been accounted for. The means of such payment will be at the discretion of the Owner.
19. The Owner does not operate or control the Cashback scheme. This is an initiative of the NSW Government and all enquiries thereon should be directed to the RTA by phoning 1300 133 310.

Changing terms, conditions and fees

20. The Owner may change any of these terms and conditions, including the amount of any fee or charge by advising the Customer, by any suitable means as determined by the Owner, as soon as practicable, before or after the date from which the changes apply.

Assignment

21. The Owner may assign its rights and interests under, or novate, this agreement to any third party.
22. If the Owner exercises rights under paragraph 20, it will give the Customer notice in accordance with paragraph 19.

Surcharges

23. A surcharge of 1.2% of transaction value will apply to each American Express transaction.

The M5 South West Motorway is the registered business name of Interlink Roads Pty Limited ABN 53 003 845 430.

PRIVACY

The customer privacy advice document provided to you with this application form has been prepared by Interlink Roads as part of its commitment to maintaining the personal privacy of its customers and provides you with important information regarding your privacy rights. It includes details of organisations with whom Interlink Roads discloses personal information and your anonymous use options.

WHAT INFORMATION DO WE COLLECT?

Your Customer Account

Interlink collects information about you from which your identity is apparent or can reasonably be ascertained ("personal information") to process your application for a Toll Account and, if a Tag/Card is issued to you, to maintain your Toll Account and to administer your use of the Tag/Card. By using an E-way tag or Motorcycle Card the customer accepts that the parties to the Tollroad Owners Memorandum of Understanding For Electronic Toll Collection which accept AS4721 will have access to information about the customers tag/card. When dealing with our organisation we may monitor and record your telephone conversations with us for staff training and service quality control purposes.

Using the Motorway

1. When using a Tag/card on the M5, or one of our associated motorways, the following information may be recorded:

- * The location of your Tag/card in a vehicle and the time of day
- * The direction in which the vehicle was traveling
- * Your account status

2. An image of your vehicle and its Licence Plate Number may be collected and recorded automatically when you pass through the toll plaza and do not pay the appropriate fee. This image may be used for infringement processing.

3. For the safety of our staff and other motorway users we employ video surveillance throughout our facilities and as such our security cameras may record an image of you or your vehicle.

4. The NSW Roads and Traffic Authority maintain video surveillance cameras at certain locations along the motorway for traffic, audit and management purposes. These records are not made available to Interlink.

ANONYMOUS USE

You have the option of electing to use our motorway anonymously by paying the toll with cash, in which case no record of the trip is made. If you wish no record to be made but you have a Tag/Card installed, this will have to be removed or disabled (for example by wrapping it in foil or putting it in a metal enclosure) before arriving at the plaza to pay by cash.

YOUR CUSTOMER RECORD

All information collected by Interlink will be kept secure and you have the right of access to, or modification of, your record at any time. To arrange access to personal information we hold about you or to request a copy of our policy statement please contact our Privacy Officer.

USE OF INFORMATION COLLECTED

The information collected by Interlink will primarily be used for the purposes of managing your account with us. You agree, subject to the Privacy Act, that we may disclose your personal information to organisations to which we have outsourced some of our functions such as mailing houses and IT contractors (service providers) and to the following organisations or types of organisations: Nominated Financial Institution: We may exchange relevant information with financial institutions nominated in your application form to process transactions. In addition where you are in default on the account we may notify and exchange personal information where appropriate with credit agencies and/or our collection agent.

Roads and Traffic Authority: Interlink is obliged to transfer information to the Roads and Traffic Authority for the purposes of infringement processing and management of the Cashback scheme. Law Enforcement Agencies: We will make personal information available to law enforcement or regulatory agencies only if Interlink is served with a legally enforceable court order.

Research Institutions: Interlink may occasionally provide de-identified or anonymous data to other organisations or traffic authorities for traffic research purposes. In such cases Interlink will ensure that there will be no means of correlating the data to individual customers' personal data.

Marketing: We will not disclose your personal details to any other organisation for marketing purposes. We may use the details on the application form to advise you of new products or services from our motorway partners or ourselves. If you do not want to use the details on the form for this purpose you may request us to remove you from these notifications.

If arrangements under which Interlink administers your use of a Tag/Card are terminated, or if Interlink assigns or novates its rights and obligations to a third party, it may be necessary for Interlink to disclose your personal information to another party to enable that party to manage your account in place of Interlink or to enter into a similar arrangement with you. Interlink will ensure that it will not hand over personal information to another party unless that party agrees to:

- * Stand by the commitments Interlink has made to you: or
- * Inform you of changes to those commitments to enable you to close your account should you wish to do so.

How to fill out your Direct Debit Request

1. Select the payment cycle – weekly fortnightly or monthly.
Most people make this the same as their pay period.
2. Select the day of the week (weekly, fortnightly) or month (monthly) when you want the debit made from your bank account.
*Most people make this their payday or day after.**
3. Work out the account level you need. Use the reckoner below.
Always make your account level greater than you think you will use, to allow for extra trips.
You can select the standard account level (\$40 weekly, \$80 fortnightly or \$180 monthly) or insert the account level that you have worked out.

* If the funds are not available and your Motorcycle Card account has no credit your Motorcycle Card will become invalidated until you bring your account back into credit. You can do this by authorising us to make a special debit to your account. A \$5.00 fee will be charged on each special debit, however this will be reduced to \$2.00 if you increase your account 'top up' level at the same time. If your Motorcycle Card is invalidated you will need to pay cash for your tolls until the account is rectified. **NOTE: Cash tolls cannot be claimed under the Cashback scheme.**

How to calculate an Other debit amount

Motorway toll amount	No. of trips per week	Payment period	No. of vehicles	Your account level
M5 - \$3.30		Week - 1		
M4 - \$2.20		F/night - 2		
		Month - 4.5		
<input type="text"/>	x <input type="text"/>	x <input type="text"/>	x <input type="text"/>	= <input type="text"/>
Example M5 user with monthly debit				
<input type="text" value="\$3.30"/>	x <input type="text" value="10"/>	x <input type="text" value="4.5"/>	x <input type="text" value="1"/>	= <input type="text" value="\$148.50"/>
In this example usage equals \$150.00 (rounded to next \$5). To allow for unexpected trips we recommend \$170.00 for your debit amount.				

Minimum Account Levels: W-\$20.00 F-\$40.00 M-\$80.00

4. Insert the date you want the first debit to be made from your account. If you want to start the account before the first regular debit, insert the date you want to start.
5. Complete your Bank Account details.

How does your Direct Debit Account Work

- Start date** – Your Bank Account is debited with your chosen account level, say \$100.
- Next Debit date** – if your motorway usage = \$56
– Your Bank Account is debited with \$56
– Motorway Account balance now equals \$100 (your chosen account level)

RTA Cashback

With Motorcycle Card and RTA Cashback you can use the M5 and M4 for free (excluding G.S.T.)

In January 1997 the NSW Government set up Cashback. Under this scheme you can claim back your M5 and M4 tolls if:

- You are driving a vehicle registered in NSW for private use.
- You have an electronic toll account.

You can use your Motorcycle Card on both the M5 and M4.

You claim your Cashback refund quarterly after the end of March, June, September and December.

With your final statement for each quarter you will receive a Cashback claim form. Submit your claim form and signed Motorcycle Card statements to the RTA and your tolls (excluding G.S.T.) will be refunded.



**For more information
about Cashback phone
the RTA on 1300 133 310**