Direct Debit Details

Read directions 'How to fill out your Direct Debit Request' overleaf before completing

PLEASE COMPLETE IN BLACK PEN ONLY

E-way® Account Number:

Account Name:

OR

Automatic Top Up Amount

When the balance of your account falls below $20 or 30% of the highest monthly usage > $70 in the prior 3 months or nominated amount, we will automatically debit your financial institution with the amount you have nominated to top up your account.

☐ Standard $100 OR

☐ Other $ ☐☐☐☐ .00 (min $40)

Number of Tags ☐ ($40 for each tag will be added to initial debit)

Large User Only ☐ Units of $100 at each top up.

You nominate Frequency and Account Balance

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 the balance you would like your account to be topped up to. On the selected day we will debit what is required to bring your balance back to the nominated account level by replenishing your prior usage.

☐ Weekly (Standard $50.00) ☐ Fortnightly (Standard $100.00)

☐ Monthly (Standard $200.00)

Day of the week to debit (Monday-Friday) ☐☐☐ Day of the month to debit (1st-31st) ☐☐

Standard* account level ☐ or Other* account level ☐☐☐☐ .00

Date of first debit (dd / mm / yy) ☐☐ / ☐☐ / ☐☐ Please note that tag distribution will occur after this date.

*For an explanation on how to select a standard or other amount please see "How to fill out your Direct Debit Request", on page overleaf.

Customers Authority

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

Name of Financial Institution

Address of 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.

Name of customer giving the Direct Debit Request

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 above and as prescribed above through the Bulk Electronic Clearing System. This authorisation is to remain in force in accordance with the terms prescribed in the Service Agreement.

I/We acknowledge and accept the E-way® tag Terms and Conditions (stated or otherwise) and consent to the use of my personal information for the purposes outlined in those Terms and Conditions.

Signed by the Customer(s)

Contact Details

Contact numbers H W

Fax Mob

Email Address

Address

Street Address

Suburb State Post-code

Mail to:

E-way®
Private Bag 78
MOOREBANK NSW 1875

Fax to:

(02) 9824 3988

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How to fill out your Direct Debit Request

Automatic Top Up Amount

You need to ensure you have sufficient funds in your nominated bank account as these payments will occur when your E-way® account requires topping up.

You nominate Top Up Frequency and Amount

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 date (monthly) 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 ($50 weekly, $100 fortnightly or $200 monthly) or insert the account level that you have worked out.*

* If the funds are not available and your E-way® account has no credit your E-way Tag 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 charge will be levied 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 E-way tags are 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
*Week – 1 F/night – 2 Month – 4.5								
	x		x		x		=	
Example M5 user in Class 2 car with monthly debit								
$3.80	x	10	x	4.5	x	1	=	$171.00

† For details refer to **www.tollpay.com.au or call 1300 555 833**

In this example usage equals $175.00 (rounded up to next $5). To allow for unexpected trips we recommend $195.00 for your debit amount.

Standard Account Levels: W–$50.00 F–$100.00 M–$200.00
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 + $40 E-way tag deposit (per tag)

Next Debit date

- if your motorway usage = $56
- Your Bank Account is debited with $56
- Motorway Account balance now equals $100 (Your nominated account balance)

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 *the Owner*.
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 *the Owner* is due.
debit payment means a particular transaction where a debit is made.
direct debit request means the Direct Debit Request between *the Owner* 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 that is received by us 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 *the Owner* 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 *the Owner*; 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* and notify *the Owner* before 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 Debit days of 29th, 30th or 31st of the month will be deemed due on the last day of the month when 29th, 30th or 31st are not included in the month
8.3 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 *the Owner* 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 *the Owner*.
10.3 Any notice will be deemed to have been received two *business days* after it is posted.

For more information
visit **www.tollpay.com.au**
or phone **1300 555 833**

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