swift NETWORKS

Sales & Support 1300 650 679
9am-5pm Mondays to Fridays
1 Watts Place, Bentley, WA 6102

Direct Debit Request

Account Details

Preferred/Combined account name

Address

Suburb | *State* | *Post code*

Home phone | *Mobile phone*

Email

Step 1. Choose your payment method

Option 1. Credit Card Payment

Name on card

Expiry m m / y y

○ mastercard ○ VISA

OR

Option 2. Bank Account Payment

Account Holder's Name

Bank Name | *Branch*

Account Number

BSB Number

Step 2. Authorisation

I hereby authorise Swift Networks Pty Ltd to debit payments from my specified Credit Card or Bank Account above, at intervals and amounts as directed by Swift Networks Pty Ltd, in accordance with the Direct Debit Service Agreement as shown on the right.

Signature (of payer) / /

dd - mm - yyyy

Direct Debit Service Agreement

Definitions

SN refers to Swift Networks Pty Ltd ABN 96 125 828 453
EZ refers to Ezidebit Pty Ltd ACN 096 902 813, Direct Debit User ID number 165969
I/We refers to the account holder(s)

This is your Direct Debit Service Agreement. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what EZ's obligations are to you as your Direct Debit Provider. Please read this service agreement carefully, a copy will be provided for your records once this signed request has been processed, for your 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.

1. Payment Processing Fee
1.1 A payment processing fee of $0.99 will be charged for all direct debits, and those nominating a credit card will be on charged a bank processing fee which is currently 1.54% plus applicable GST. This rate is subject to change without notice.

2. Debiting your Account
2.1 I/We hereby authorise SN to arrange EZ to make periodic debits on behalf of SN as indicated on the attached Direct Debit Request.
2.2 I/We acknowledge that EZ is acting as a Direct Debit Agent for SN and that EZ does not provide any goods or services (other than the direct debit collection services to me/us for SN pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by SN or the terms and conditions of any agreement that I/We have with SN.
2.3 I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with SN and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.
2.4 I/We acknowledge that there may be a delay in processing the debit if: (1) there is a public or bank holiday on the day of the debit, or any day after the debit date; (2) a payment request is received by EZ on a day that is not a banking business day in Queensland; (3) a payment request is received after normal EZ cut off times, being 4:00pm Queensland time, Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.
2.5 I/We authorise EZ to vary the amount of the payments from time to time as may be agreed by me/us and SN as provided for within my/our agreement with SN. I/We authorise EZ to vary the amount of the payments upon receiving instructions from SN of the agreed variations. I/We do not require EZ to notify me/us of such variations to the debit amount.
2.6 I/We acknowledge that EZ is to provide at least 14 days notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.
2.7 I/We acknowledge that I/We will contact SN if I/We wish to alter or defer any of the debit arrangements.
2.8 I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to SN.
2.9 I/We authorise EZ to re-attempt any unsuccessful payments as advised by SN.
2.10 I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to EZ and subject to my/our agreement with SN agree to pay those fees and charges to EZ.
2.11 Credit Card Payments: I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that EZ will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to SN as EZ is acting only as a Direct Debit Agent for SN. I/We acknowledge and agree that in the event that a claim is made, EZ will not be liable for the refund of any funds and agree to reimburse EZ for any successful claims made by the Card Holder through their financial institution against EZ.

3. Disputes
3.1 I/We acknowledge that any disputed debit payments will be directed to SN and/or EZ. If no resolution is forthcoming, I/We agree to contact my/our financial institution.

4. Confidentiality
4.1 I/We appoint EZ as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to SN and contained in this DDR Service Agreement). I/We irrevocably authorise EZ to take all necessary action (which EZ deem necessary) to protect my/our personal information, including (but not limited to) prohibiting the release to or access by third parties without my/our consent.
4.2 I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores keeps my/our personal information (relating to SN and contained in this DDR Service Agreement) to release and provide such information to EZ on SN's written request.
4.3 EZ will keep my/our information about my/our nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further information relating to EZ's Privacy Policy can be found at www.ezidebit.com.au

5. Your Obligations
5.1 I/We acknowledge that is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/We agree that EZ will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.
5.2 I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to EZ. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by EZ.

6. Accounts
6.1 I/We authorise EZ to verify details of my/our account with my/our financial institution; and b) my/our financial institution to release information allowing EZ to verify my/our account details.
6.2 I/We acknowledge that the bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/We will contact my/our financial institution if I/We are uncertain of the accuracy of these details.