

Direct Debit Request

Request for debiting amounts for payments to Commander



M2 Commander Pty Ltd ABN 85 136 950 082
L10, 452 Flinders Street, Melbourne, VIC 3000
Fax: 1800 885 858 www.commander.com

All enquiries 132 777 customerservice@commander.com

Company Name - Legal and Trading Name if applicable (or full name for individuals):	Application Date (dd/mm/yy):
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APPLICANT DETAILS

Date:	Customer / Company / Name:	Customer Number:	
Site Address:	Suburb:	State:	Postcode:
Customer Contact:			
Phone:	Mobile:		
Fax:	Email:		

I consent to the above email address and my personal information being used for the delivery of invoices, notifications and marketing material from Commander and its related bodies corporate and partners. For further information about how we collect and disclose your personal information, please see our [Privacy Policy](#) and [Privacy Collection Statement](#) on our website.

PAYMENT METHOD

Direct Debit from Bank Account (Complete Schedule 1) OR Debit from Credit Card (Complete Schedule 2)

SCHEDULE 1:

Direct Debit Request and Authority To Debit the account named below to pay M2 Commander Pty Ltd

Company Name, Trading Name or Surname:	ABN or Given names:
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Request and authorise M2 Commander Pty Limited ACN 136 950 082 ("Commander") to arrange payment for any amount Commander may debit or charge as specified below and subject to the terms and conditions of this Direct Debit Request. This Direct Debit Request allows for Commander (User ID: 226302, 143159) to debit the nominated account through the Bulk Electronic Clearing System held at the financial institution identified below, subject to the terms and conditions of the Direct Debit Request Service Agreement and any further instructions provided below. Debits may be made fourteen days after the issue of a billing advice.

Financial Institution:	<input type="text"/>	BSB:	<input type="text"/>
Name of Account:	<input type="text"/>	Account Number:	<input type="text"/>

ACKNOWLEDGEMENT: By signing this Direct Debit Request I/We acknowledge having read and understood the terms and conditions governing the debit arrangements between Commander and me/us as set out in this Request and in your Direct Debit Request Service Agreement. I/We authorise and request that this Direct Debit Request remain in force until cancelled, deferred or otherwise altered in accordance with the Service Agreement. I/We confirm account details are correct and that this request is signed by required number of authorised signatories.

Signature of Applicant One:	Date:	Signature of Applicant Two: (if applicable):	Date:
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SCHEDULE 2:

CREDIT CARD DETAILS: By providing this information you are authorising Commander to process payments using the following credit card details for your monthly charges for the Services.

Cardholder's Name:	<input type="text"/>	Credit Card Number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cardholder's Signature:	<input type="text"/>	Card Type:[†]	<input type="text"/>	Expiry Date (mm/yy):	<input type="text"/>	<input type="text"/>	<input type="text"/>

[†]VISA, MasterCard, AMEX and Diners Club cards accepted. A surcharge of 1.375% (inc GST) for Visa/MasterCard or 4.125% (inc GST) for AMEX/Diners Club applies.

PLEASE NOTE:

A copy of the Direct Debit Request Service Agreement can be found at <http://www.commander.com>

**PLEASE RETURN THIS FORM BY EITHER; FAX: 1800 885 858 OR
MAIL: ATTN TO ACCOUNTS RECEIVABLE, LEVEL 10, 452 FLINDERS STREET MELBOURNE VIC 3000**

Direct Debit Service Agreement

DEFINITIONS

<i>account</i>	means the account held at your financial institution or your credit card from which we are authorised to arrange for funds to be debited.
<i>agreement</i>	means this Direct Debit Request Service Agreement between you and us.
<i>banking day</i>	means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
<i>debit day</i>	means the day that payment by you to us is due.
<i>debit payment</i>	means a particular transaction where a debit is made.
<i>direct debit request</i>	means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).
<i>transitional period</i>	means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding 12 calendar months from that date.
<i>us or we</i>	means M2 Commander Pty Ltd, the Debit User you have authorised by signing a direct debit request.
<i>you</i>	means the customer who signed the direct debit request.
<i>your financial institution</i>	is the financial institution where you hold the account or the credit card 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 or by automatic payment from your credit card. 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 as authorised in the direct debit request.
- Or
- 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 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. 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 132 777.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 30 days before the next debit day.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us 30 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 M2 Commander Pty Ltd is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay M2 Commander 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 132 777 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 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 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

- 6.1 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;
 - (c) to ensure your credit card remains current; and
 - (d) 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 purposes 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 M2 Commander Pty Ltd, Accounts Receivable, Level 10, 452 Flinders Street, Melbourne VIC 3000.
- 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 on the third banking day after posting.