



Request to establish Debit Authority within  
the Direct Debit System, Bankcard,  
Mastercard or Visacard

Perth Office

Telephone: (08) 9490 7736 – Fax : (08) 9490 5158  
PO Box 324 Maddington WA 6989

Sydney Office

Telephone: (02) 9472 7400 – Fax : (02) 9482 9793  
PO Box 147 Wahroonga NSW 2076

COMPANY DETAILS

Company Name  
Company Address  
("Company")

CUSTOMER DETAILS

Contact/Customer Name: Given Name/s Surname  
Address: Street Name and Number DOB: / / (if applicable)  
Suburb State Postcode Email:  
Telephone: (H) (M) (W)  
("Customer")

PAYMENT DETAILS

Fortnightly/4 Weekly on Fridays, Monthly on 1<sup>st</sup> or 17<sup>th</sup> of each Month

Commencing on / / The Customer authorise Merchant Membership Services Pty Ltd trading as ARMS Payment Services ("Debit User") User ID Number 064928 to withdraw \$ ("the payments") every \*fortnight/4 week/month from the nominated bank account/credit card for and on behalf of the Company. Payments (plus any additional fees or charges owing) will continue (please tick one):

- until I have paid a total of \$ (Inc. GST) to the Company;
- pursuant to a signed contract between the Customer and the Company;
- indefinitely until such time as I provide 30 days notice in writing to the ARMS Payment Services;

Setup Fee of \$5.50 (inc. GST) will be added to your first installment amount.

THE SCHEDULE – BANK ACCOUNTS

Direct Debiting is not available on the full range of accounts. If in doubt, please refer to your Bank.

Bank Name/Branch  
BSB Number Account Number

THE SCHEDULE – CREDIT CARDS

Visa Mastercard Bankcard

Card holders Name  
Credit Card Number Expiry Date:...../.....

AUTHORISATION

- I/we have read and understood the "Service Agreement" overleaf/attached and agree to same.
- I/we agree that this authority remain in force pursuant to the Service Agreement and/or any contract between the Customer and the Company.
- I/we are duly authorised to request the withdrawal of money from the account/credit card described in the Schedule.
- I/we authorise the Bank to release information allowing ARMS Payment Services (Debit User) to verify the account/credit card details.

(If joint account all signatures may be required)

Dated

**Service Agreement**  
**ARMS Payment Service (Debit User)**

- 1) ARMS Payment Services will debit the BSB/Account or Credit Card nominated in the Schedule of this Agreement as specified in the Payment Terms of this Agreement and/or pursuant to any contract between the Customer and the Company.

ARMS Payment Services may, by prior arrangement or advice to the Customer(s), vary the amount or frequency of payments.

- 2) Customer(s) who wish to cancel the direct debit must notify ARMS Payment Services in writing not less than seven (7) days before the next scheduled debit date. Customer(s) may visit their Bank and complete a "Direct Debit Cancellation" form.
- 3) Requests to cancel shall be considered in accordance with any contracts between the Customer(s) and the Company.

Failure to meet the terms and conditions of any contract between the Customer(s) and the Company will permit the Company and/or its agents to recover the amount owing, plus all costs incurred by the Company and/or its agents, as well as and without limitation any reasonable enforcement expenses, collection costs, dishonour fees, and legal fees.

- 4) It is the Customer(s) responsibility to have sufficient cleared funds available in the nominated account or credit card. The Customer(s) agree that ARMS Payment Services may charge a dishonour fee for any rejected debits, and that such fee may be withdrawn from the nominated account or credit card without notification to the Customer(s).

- 5) When a debit day occurs on a closed business day, ARMS Payment Services will debit the required payment on the first working day before the closed business day. A closed business day is any calendar day on which the banks do not process direct debits, for example: weekends, public holidays.

- 6) ARMS Payment Services shall give 14 days written notice to the Customer(s) should it propose to vary the arrangements of this direct debit.

- 7) Customer(s) may provide a written request authorising ARMS Payment Services to defer or alter the payment amount specified in the Schedule. Customers wishing to vary the drawing account details specified in the Schedule must provide a signed authority for such changes to be effected.

- 8) In compliance with the industry's Direct Debit or Credit Card claim process, ARMS Payment Services will assist the Customer(s) in disputing any payments drawn on the nominated BSB/Account or Credit Card in the Schedule of this Agreement within industry agreed timeframes.

Customer(s) may also contact their Bank to instigate a Direct Debit or Credit Card claim.

- 9) The Customer(s) acknowledges and agrees that ARMS Payment Services is not directly or indirectly responsible for the :
- a. due performance or any actions whatsoever of the Company;
  - b. supply of Goods or Services that the Company would normally supply;
  - c. Company meeting any or all of its contractual obligations.

ARMS Payment Services shall endeavour to assist the Customer(s) and the Company to resolve any issues relating to same in the interest of the Customer(s) and the Company.

- 10) This Agreement and all questions arising in connection with it are governed by and will be construed according to the laws from time to time in force in the respective States and Territories of Australia and the parties hereby irrevocably submit to the authority of the Courts having jurisdiction in that State or Territory.