



Surf Life Saving Australia Direct Debit Request – Payments Gateway

I/we request and authorise Surf Life Saving Australia (SLSA - User ID 373196) until further notice in writing, to debit via the Bulk Electronic Clearing System (BECS) my/our account nominated below for Transaction and Merchant Service Fees (MSF) related to the usage of SLSA Payments Gateway by our club and/or members.

Club Name *(in full)*

Address

Postcode:

Contact phone number: ()

Name and Address of Financial Institution at which your account is held.

Name of account which is to be debited:

Note: Direct Debiting is not available on the full range of accounts. If in doubt please refer to your financial institution.

BSB and Account Details

| BSB | Account Number | Fees will be charged MONTHLY according to usage. The fees can be found on page 5 & 7 of the Operations guide. The amounts will vary month to month. |
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Customer's signature(s). I/we have read and acknowledge that this direct debit arrangement is governed by the terms of the Direct Debit Request Service Agreement received from Surf Life Saving Australia (*authorised signatories to sign*).

Name (Please Print)

Name (Please Print)

Signature

Signature

Date

Date

Support for the payment Gateway can be achieved by emailing ithelp@slsa.asn.au

Fax the completed form back to Surf Life Saving Australia and retain the agreement below for your information.

Refer to the SLSA Payment Gateway Operations Guide found on the web for more information.



DDR Service Agreement

This Direct Debit Request ('DDR') Service Agreement is issued by Surf Life Saving Australia ('SLSA' - User ID 373196).

Our Commitment To You

- SLSA will give you (ie Club/Entity) at least 14 days notice in writing of any changes to the terms of the drawing arrangements
- SLSA will keep information relating to your nominated financial institution account (the "nominated account") confidential, except where required for the purposes of conducting direct debits with your financial institution.
- Where the due date is not a business day SLSA will draw from your nominated financial institution account on the next business day.

Your Commitment To Us

It is your responsibility to:

- Ensure your nominated account can accept direct debits;
- Ensure that there are sufficient clear funds available in the nominated account to meet each drawing on the due date;
- Advise SLSA immediately, if the nominated account is transferred or closed, or your account details change;
- Arrange a suitable payment method if SLSA cancels the drawing arrangements;
- Ensure that all authorised signatories nominated on the financial institution account to be debited, sign the Direct Debit Request.
- If your drawing is returned or dishonoured by your financial institution forcing SLSA to pay this amount, SLSA will invoice your club for that amount. Any transaction fee payable by us in respect of the above will be charged back to your club.

Your Rights - Can You Change The Direct Debit Repayment 'Arrangements'?

Subject to the terms and conditions of your nominated financial institution account and SLSA's Payments Gateway Terms & Conditions, you may alter the drawing arrangements. Such advice should be received by us at least 7 business days prior to the drawing date for any of the following:

- Changing your nominated account number
- Deferring a drawing
- Altering a DDR schedule
- Cancelling the drawings completely - you must either provide an alternate account number for future drawings or cancel your facility.

If you require further information, please call SLSA on 02 9215 8000.

Other Information

- The details of your drawing arrangements are contained in the DDR schedule.
- SLSA requires that instructions from a Club to stop or in any way alter the drawing details are in a written form.
- SLSA reserves the right to cancel the drawing arrangements if three consecutive drawings are dishonoured by your financial institution, and to arrange with you an alternative payment method. Please refer to the terms and conditions of your nominated financial institution account to see whether dishonour fees apply.
- SLSA will charge any dishonour fees incurred to your Club.



DDR Service Agreement (cont.)

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with SLSA by contacting the Finance Department on 02 9215 8000 [during business hours].
- If you do not receive a satisfactory response from SLSA to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact SLSA to resolve this disputed drawing prior to involving them.

Enquiries

Direct all enquiries to SLSA rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your Club Name, Back Account Details and full contact details.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

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