

# Direct Debit Request Form

Direct debit takes the hassle out of paying your integratedliving Australia Ltd bills by automatically paying your invoice on the due date from your nominated savings or cheque account. If you need assistance completing this form, please contact your case manager or call the accounts receivable team on 02 4087 9210.

If a return prepaid envelope has been provided as part of the admission pack please complete the Direct Debit Form and utilise the envelope, alternatively you can email [accountsreceivable@integrativing.org.au](mailto:accountsreceivable@integrativing.org.au) or mail to PO Box 1919, Launceston, TAS 7250.

Please allow up to 14 days for your application to be processed.

Client name:	
Client address:	
Client telephone:	
Billing contact name and phone:	
Email address (for emailing invoices):	

I authorise and request that monies due to integratedliving Australia Ltd (ABN: 95 130 530 844, user ID 345709) under the terms of the payment arrangements outlined in this form (including the terms set out in the DDR Service Agreement below) be drawn under the Bulk Electronic Clearing System (BECS) from my/our account with the financial institution listed below:

Bank account name:	
Bank name & branch:	
Bsb number (6 digits):	
Account number (5-9 digits):	

I am aware that my account will be debited on the date advised on my invoice, or the next business day if payment date falls on a public holiday, and I am responsible to ensure sufficient funds are available in my account on the date of debit.

I agree for an accounts receivable staff member to contact myself and/or the person advised above for account enquiries.

## Account ownership

I acknowledge that I am an authorised signatory to my nominated bank account and have authority to establish direct debit arrangements on that account.

\_\_\_\_\_  
Signature of authorised signatory 1

\_\_\_\_\_  
Signature of authorised signatory 2  
(If account requires two signatories)

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Note:** This section to be completed for arrears payments only.

I agree to have all amounts owing deducted with the first direct debit.

I would like \$ \_\_\_\_\_ deducted per fortnight on top of the current deduction until my previous debt is fully paid.

# Direct Debit Request Form

I accept the Direct Debit Request (DDR) Service Agreement terms and conditions set out below.

## Direct Debit Request (DDR) Service Agreement

This DDR Service Agreement sets out the terms on which we will debit (withdraw) payments directly from your nominated bank account on or after the date specified on invoices for services provided.

In this DDR Service Agreement, references to "you" are references to the person whose name appears under "Client Name and/or Billing Contact Person". References to "we" and "us" are references to integratedliving Australia Ltd (User ID 345709, ABN: 95 130 530 844).

### integratedliving Australia Ltd's commitment to you

1. We will advise you, in the form of an invoice, of the amount and due date of each direct debit payment at least seven calendar days prior to debiting that amount from your nominated bank account.
2. We will debit your nominated bank account by the amount due on or after the due date as per your invoice. If the due date does not fall on a business day, we will debit your nominated bank account on the next business day.
3. We will debit the entire amount stated as being due on the invoice.
4. We will not change the frequency of your direct debit payment arrangement without your prior approval.
5. Payments will be debited from your nominated bank account until your integratedliving account is terminated and all charges are paid or until your direct debit arrangement is cancelled.
6. If you are uncertain as to when the debit will be processed, you may contact your financial institution or the accounts receivable team on 02 4087 9210 or email [accountsreceivable@integratedliving.org.au](mailto:accountsreceivable@integratedliving.org.au).
7. Direct debit, under the Bulk Electronic Clearing System (BECS) is not available on all accounts. You are advised to check your account details against a recent statement from your financial institution and if you are uncertain check with your financial institution before completing the Direct Debit Request.
8. On establishment or modification of your direct debit bank account arrangement, we may immediately initiate a credit to your nominated bank account (your "ping") to test the arrangement.

### Cancellation or variation of payment arrangements

9. You may stop or defer your direct debit arrangement at any time by:
  - Phoning the accounts receivable team 02 4087 9210 between 9:00am and 4:00pm Monday to Friday; or
  - Giving 14 days prior written notice to us at Accounts Receivable Team, PO Box 1919 Launceston TAS 7250. If a payment is due within the 14 day notice period, integratedliving may still debit your account for any outstanding amounts;
  - All requests for stops or cancellations may also be directed to your financial institution.
10. We reserve the right to cancel your direct debit arrangement if one or more direct debit payments are rejected by your nominated financial institution and to arrange with you an alternate payment method.
11. It is your responsibility to arrange an alternative payment method with us if your direct debit arrangement is cancelled either by you or your nominated financial institution.

# Direct Debit Request Form

12. If you wish to dispute a direct debit payment please contact the accounts receivable team on 02 4087 9210 or email [accountsreceivable@integratedliving.org.au](mailto:accountsreceivable@integratedliving.org.au). In compliance with the Industry's Direct Debit Claims Process, integratedliving will assist client(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. integratedliving will endeavour to resolve this matter within the five (5) business days. Disputes may also be directed to your financial institution. Client details may be shared with the financial institution in relation to claims or disputes regarding debits.

## Variation of this DDR Service Agreement

13. We may vary any of the terms of this DDR Service Agreement at any time by giving you at least 14 days written notice.

## Privacy

14. We collect personal information about you (including information about your credit record) to assess your application and, if it is approved, provide services to you. If required, we may provide your account details to our financial institution. If you do not provide us with this information, we may be unable to assess your application or provide services to you. We will not rent, trade or sell your personal information to list renters. In most cases, you will be able to access your personal information on request. You can access our Privacy Policy at [integratedliving.org.au](http://integratedliving.org.au) or you can receive a hard copy by calling us on 1300 782 896.

## Your commitment to us

15. It is your responsibility to ensure that sufficient funds are available in your nominated bank account to meet a direct debit payment on its due date.
16. It is your responsibility to advise us of any changes to any of the direct debit payment details provided on this form.
17. If a direct debit payment is rejected, then we may charge you a dishonour fee (as charged by the relevant financial institution) for the costs of processing the rejected transaction. Your financial institution may also charge you a fee.

## Important information should you choose direct debit as a payment method

18. Invoices in relation to the STRC program are issued weekly, payment terms are 7 days or more. The scheduled Direct Debit payment will be weekly on a Thursday.
19. For invoices issued fortnightly, payment terms on invoice are 30 days. Services are charged to a client once the fortnightly time sheet approval process is finalised.
20. When the direct debit is in place, you will receive a tax invoice with the wording 'do not pay' at the bottom of the invoice.
21. The invoice will list dates of all services provided, the total amount that will be deducted and the **date funds will be deducted** from your bank account.