Single Touch Pty Ltd

Direct Debit Request Form

Please read the Conditions (next page) and complete and return the completed and signed form to: **Single Touch Pty Ltd** by email to **accounts@singletouch.com.au**

Once we have received and processed your form and as long as it has been completed correctly, the first direct debit will apply to your next bill for the account nominated below. You will receive email notification when the first direct debit is applied.

Company Name:	
Billing Address:	
Contact Name:	
Contact Email:	Contact Phone:

Account to be Debited

Name of Financial Institution:																
Address of Financial Institution:																
Account Name:																
BSB Number							**Account Number**									

We authorise and request Single Touch Pty Ltd ABN 42 611 551 510 (User ID 377661), to arrange for any amounts which become payable in relation to the account nominated to be debited through the Bulk Electronic Clearing System from the nominated bank account listed above. We agree to the terms of the Direct Debit Conditions below.

I/We agree to the terms of the Direct Debit Conditions (next page) and authorise Single Touch Pty Ltd ABN 42 611 551 510 to debit the nominated bank account outlined above		
Signature(s):		
Print Name(s):		
Authorised Position:		

IMPORTANT - Please ensure that all signatures required on the bank account is included.

Direct Debit Conditions

1. This Direct Debit Request Service Agreement sets out the terms on which you have authorised us, Single Touch Pty Ltd to arrange for payment of amounts that become payable to Single Touch Pty Ltd to be made by deductions from your bank account at your financial institution (Direct Debit Request). Direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all bank accounts. Before sending the Direct Debit Request, please ensure your bank account details are correct.
2. Your Direct Debit Request authorises us to arrange for payment of the amounts due to Single Touch Pty Ltd for the services we provide to you, at the due date of your bill(s). This authorisation also enables any changes in those amounts and payment times, to occur automatically - you will not need to complete a new form. Any new contracted services added to your Single Touch Pty Ltd account will be subject to the existing Direct Debit Request arrangements.
3. Invoicing of your Single Touch Pty Ltd services is done on a monthly basis, at the end of each month. All fees are outlined in your contract. You will receive your invoice into your account at Single Touch. The Total Due value on the invoice will be the amount processed in the Direct Debit transaction.
4. We can vary this Agreement at any time after giving you 14 days' notice of the changes.
5. You can cancel, vary, defer or suspend the Direct Debit Request, or stop or suspend an individual debit from taking place under it, by e-mailing our accounts department account@singletouch.com.au, but this must be arranged within 7 days of the due date of the invoice. If you do not provide us with this notice, we cannot guarantee the direct debit process can be stopped.
6. If you cancel, vary, defer or suspend your direct debit arrangements, or stop or suspend an individual debit from taking place under it, you must arrange with Single Touch Pty Ltd a suitable alternative payment method for all outstanding fees due and ongoing contractual obligations.
7. If a due date for a debit falls on a weekend or public holiday the debit will be processed on the next business day
8. You must ensure you have sufficient clear funds available in the nominated bank account on the due date to permit the payments under the Direct Debit Request.
9. If a debit from your nominated bank account is unsuccessful we will attempt to debit again. If still unsuccessful, we will contact you to arrange alternative payment.
10. You must notify Single Touch Pty Ltd if the nominated account is transferred or closed.
11. If you are paying by direct debit from a bank account, please ensure that your financial institution allows direct debits on your nominated account. Your bank account will be debited through BECS.
12. If any bank fees are incurred by Single Touch Pty Ltd from a dishonoured direct debit, these fees may be passed on to you.
13. Upon cancellation of your contract with Single Touch Pty Ltd, all direct debit requests will also be deemed cancelled.
14. Where you consider that a debit has been initiated incorrectly, you can contact our accounts department by email, accounts@singletouch.com.au with details of your dispute.
15. Single Touch Pty Ltd employs the policy of treating all records and account details relating to this Direct Debit Request as Private. We will keep information about your bank account confidential, except to the extent necessary to administer your direct debit arrangements. If a claim is made on our financial institution in relation to an alleged incorrect or wrongful debit, we may be required to disclose this information to our financial institution.