



## **DDR Service Agreement**

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

### **DDR's**

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

The basis on which the DDR will be processed is as follows:-

The DDR will be processed as per the attached DDR Request authority and will pay your account in full as per the schedule requested.

### **Changing your DDR Authority**

We will provide you with 14 days notice if we wish to change any of the details on which the basis of your DDR Authority is processed (For example – if we change the day of processing or the date on which the amount of your DDR is calculated).

### **Stopping or Cancelling your DDR**

You may stop, cancel, alter or defer your DDR at any time, by contacting your Bank or by providing at least 14 Business Days written notification to:-

The Manager

Mr. Jamie Healy.

Email: [Jamie@security2000.com.au](mailto:Jamie@security2000.com.au)

Or telephone us on 1300 78 56 40

Alternatively you may request a stop or cancellation by contacting your financial institution

### **DDR Dispute Resolution**

If you wish to dispute any DDR transaction that we have processed you should contact us on the following contact points:-

Mr. Jamie Healy.

Email: [Jamie@security2000.com.au](mailto:Jamie@security2000.com.au)

Or telephone us on 1300 78 56 40

Alternatively you may dispute a DDR transaction by contacting your Financial Institution

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you should contact the financial institution that holds your

account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you .

If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.

If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

### **Non Business Days**

If your DDR falls due on a weekend or public holiday we will process it on the next working day.

### **Returned or Dishonoured DDR's**

If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to charge your nominated account with a fee of \$15.

### **Clear Funds**

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

### **Your Records**

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

### **Your Account**

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts.

You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

If you wish to make inquiries about your DDR You can contact us by writing to:-

The Manager

Mr. Jamie Healy.

Email: [Jamie@security2000.com.au](mailto:Jamie@security2000.com.au)

Or telephone on 1300 78 56 40



ABN: 19059548275  
Telephone: 1300 78 56 40 Fax: 1300 78 56 50

# Direct Debit Request

## Authority

The Manager

\_\_\_\_\_ 19\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Debit User Number: \_\_\_\_\_

New Direct Debit Request   
Change of DDR Details   
Cancellation of DDR

\_\_\_\_\_  
Name and Address of the Debit User

I/We \_\_\_\_\_  
(Surname or Company Name) (Given Names or ACN Number)

Authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instruction detailed in the Schedule below and or on the terms set out on the DDR Service Agreement.

I/We have read and understand the information contained in the DDR Service Agreement.

Signature of Customer: \_\_\_\_\_  
(If joint account all signatures may be required)

### THE SCHEDULE

**Details of Account to be Debited:** (NOTE: Direct Debiting is not available on the full range of accounts. Please refer to your Bank or Financial Institution)

Account Name  Financial Institution

Address of Financial Institution

BSB Number  Account Number

Details of Direct Debit Request:

Debit my account  In accordance with our DDR Service Agreement  
OR

:-  As follows

Frequency  Weekly  Fortnightly  Monthly  Other  (Details)

Fixed Amount. \$  (Optional)

Start Date (ddmmyyyy)  2 0 0  Finish Date  2 0 0  (Optional)