

Direct Debit Request



StrataPay Pty Ltd ABN 52 097 607 451 Australian Financial Services Licence: 247378

Request to debit the account named below to pay

StrataPay Pty Ltd - Trust Fund Account

Surname or Company Name						
	vou")					
Address Contact Name						
Telephone No.						
Email						
I/We request that moneys due in terms of the payment arrangements covered by this document be drawn by StrataPay Pty Ltd (User ID 056118 Direct Debiting System from my/our account detailed below.) under the					
By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements be and StrataPay Pty Ltd as set out in this Request and in your Direct Debit Request Service Agreement.	etween you					
	1					
New Request Image: Constraint of the sector of the sec]					
Proceeds to be dispersed to the following Body Corporate						
Name of Body Corporate:						
Recurring Debits						
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 *Debit may be made upon my Telephone or Internet Authorisation together with any service charges which may apply. (To use this service phone 1300 552 311 or visit <u>http://www.stratapay.com.au</u>). Or 						
*An Amount of \$ may be debited on/ and at weekly / fortnightly / monthly / quarterly / half yearly	/ intervals					
after that, together with any service charges which may apply. Payments are to continue until// or until notified by Or	me.					
*Debits may be made up to 5 business days prior to the due date for any amount outstanding on the account attached to the above Strate	aPav					
Reference Number together with any service charges that may apply subject to the availability of this data.						
* Please note the <u>minimum</u> direct debit amount is \$10 PLEASE SELECT EITHER OPTION 1 OR 2 BELOW						
OPTION 1 - DIRECT DEBIT FROM BANK, BUILDING SOCIETY OR CREDIT UNION ACCOUNT						
Financial institution name						
Address						
Name of Account						
BSB Number Account Number						
Account Holder Signature/s						
OPTION 2 – PLEASE DEBIT MY CREDIT CARD INDICATED BELOW						
□ Visa □ MasterCard □ Amex □ Diner						
Card Number						
Name of Cardholder//						
Cardholder Signature						
Secret Question: e.g. What is my mothers Maiden Na	ime					
Identification Question						
Identification Question Answer: e.g. Smith						

NB: THIS FORM MUST <u>NOT</u> BE FAXED. PLEASE RETURN <u>ORIGINAL</u> SIGNED DOCUMENT BY MAIL TO: StrataPay Pty Ltd, Locked Bag 9, Gold Coast Mail Centre Qld 9726

			DIRECT DEBIT REQUEST – SERVICE AGREEMENT			
Defi	Definitions		account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.			
			agreement means this Direct Debit Request Service Agreement between you and us.			
		busine Austra	ess day means a day other than a Saturday or a Sunday or a public holiday listed throughout alia.			
		debit	<i>day</i> means the day that payment by <i>you</i> to <i>us</i> is due.			
		debit	payment means a particular transaction where a debit is made.			
		direct	debit request means the Direct Debit Request between us and you			
			means any amount held on behalf of <i>you</i> by <i>your financial institution</i> from which Stratapay may amounts.			
		teleph	<i>ent service</i> means the provision of payment options facility through <i>StrataPay</i> via its internet sites, by none or mail or its agents.			
			we means StrataPay Pty Ltd (User Id: 056118) <i>you</i> have authorised by signing a <i>direct debit request</i> .			
		you means the customer who signed the direct debit request.				
		to arra	<i>inancial institution</i> is the financial institution where <i>you</i> hold the <i>account</i> that <i>you</i> have authorised <i>us</i> ange to debit.			
1.	Debiting your account	1.1	By signing a <i>direct debit request, you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account.</i> You should refer to the <i>direct debit request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i> .			
		1.2	We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>direct debit</i> request.			
		1.3	If the <i>debit day</i> falls on a day that is not a <i>business day, we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>business day.</i> If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should contact			
			StrataPay Pty Ltd.			
2.	Changes by <i>us</i>	2.1	We will not vary any details of this <i>agreement</i> or a <i>direct debit request</i> without giving <i>you</i> at least fourteen (14) days written notice.			
3.	Changes by <i>you</i>	3.1	If you wish to change the arrangements under a direct debit request you must notify us in writing at least fourteen (14) days before the change is to be effective.			
		3.2	If <i>you</i> wish to stop or defer a <i>debit payment you</i> must notify us in writing at least fourteen (14) days before the next <i>debit day</i> . This notice should be given to <i>us</i> in the first instance.			
		3.3	You may also cancel <i>your</i> authority for <i>us</i> to debit <i>your</i> account at any time by giving <i>us</i> fourteen (14) days notice in writing using the <i>Direct Debit Cancellation Request Form</i> before the next <i>debit day</i> . The form at available at <i>http://www.stratapay.com.au/assets/forms/spcancelddr.pdf</i> . This notice should be given to <i>us</i> in the first instance.			
4.	Your obligations	4.1	It is <i>your</i> responsibility to ensure that:			
1			(a) to ensure the DDR is signed in terms of account signing authority (ie: joint accounts);			
			(b) to ensure StrataPay is advised if your account is transferred or closed;			
			(c) to arrange a suitable alternative payment arrangement if the DDR is cancelled;			
			(d) there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.			
		4.2	If there are insufficient clear funds in your account to meet a debit payment:			
			(a) you may be charged a fee and/or interest by your financial institution;			
1			(b) you may also incur fees or charges imposed or incurred by us; and			
			(c) you must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the <i>debit payment</i> .			
		4.3	You should check your account statement to verify that the amounts debited from your account are correct			
		4.4	If StrataPay Pty Ltd is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay StrataPay Pty Ltd on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.			

5.	Dispute		If you believe that there has been an error in debiting <i>your account, you</i> should notify <i>us</i> directly on 1300 135 610 and confirm that notice in writing with <i>us</i> as soon as possible so that we can resolve <i>your</i> query more quickly.			
			If we conclude as a result of our investigations that <i>your</i> account has been incorrectly debited we will respond to <i>your</i> query by passing an adjustment to <i>your</i> account (inclusive of any interest / charges accrued as a result of the incorrect amount being debited) accordingly. We will also notify you in writing of the amount by which <i>your account</i> has been adjusted.			
			If we conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited we will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding.			
			Any queries <i>you</i> may have about an error made in debiting <i>your account</i> should be directed to <i>us</i> in the first instance so that <i>we</i> can attempt to resolve the matter between <i>us</i> and <i>you</i> . If <i>we</i> cannot resolve the matter <i>you</i> can refer it to <i>your financial institution</i> .			
6.	Accounts	You should check:				
			(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.			
			(b) your account details which you have provided to us are correct by checking them against a recent account statement; and			
			(c) with <i>your financial institution</i> before completing the <i>direct debit request</i> if <i>you</i> have any queries about how to complete the <i>direct debit request</i> .			
7.	Confidentiality		We will keep any information (including <i>your account</i> details) in <i>your direct debit request</i> confidential. We will make reasonable efforts to keep any such information that we have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.			
		7.2	We will only disclose information that we have about you:			
			(a) to the extent specifically required by law; or			
			 (b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim). 			
			<i>We</i> will collect, use and disclose any personal information in accordance with <i>StrataPay's</i> privacy policy which is available upon request from <i>you</i> to <i>Stratapay</i> .			
8.	Notice		If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement, you</i> should write to StrataPay Pty Ltd, Locked Bag 9, GCMC, BUNDALL, 9726			
		8.2	We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.			
			Any notice will be deemed to have been received two <i>business days</i> after it is posted.			
9.	Indemnity	not be li	ng the <i>direct debit request you</i> hereby indemnify <i>StrataPay</i> and acknowledge that <i>StrataPay</i> will able for any loss or damage, whether direct, indirect or consequential (including legal fees and posts incurred) arising out of:			
			(a) loss of funds, delay and/or unavailability of <i>payment services</i> by <i>StrataPay</i> ;			
			(b) the inaccuracy, inadequacy or incompleteness of the information contained on the StrataPay internet site or any of its printed material;			
			(c) a breach of this agreement by you including any act, neglect or default by you			
			(d) any successful claim by any third party against <i>StrataPay</i> in respect of any matter arising from the operation, use, transfer of data or monies to and from <i>StrataPay</i> and/or <i>StrataPay</i> by <i>you</i> ; or			
10.	General	(e) <i>your</i> conduct in general. This <i>agreement</i> is governed by the law of Queensland. You may not assign <i>your</i> rights or obligations under this <i>agreement</i> without the written agreement of <i>StrataPay</i> . If any part of this <i>agreement</i> is				
11	Contact Information	unenforceable, the remainder will not be affected.				
11.	Contact Information	You can Mail:	n contact StrataPay Pty Ltd through the following channels: StrataPay Pty Ltd, Locked Bag 9, GCMC, BUNDALL QLD 9726			
		Email:	payments@stratapay.com.au			
		Facsim	ile: 07 5575 7433			
		Telepho	one: 1300 135 610			