

# DIRECT DEBIT REQUEST

Skymac Pty Ltd  
ABN 33 110 787 285

C/- Head Office  
PO Box 36  
ASHGROVE QLD 4060

Date

New Request  Changes  Cancellation

Direct Debit Request - provides Skymac Pty Ltd with the authority to automatically withdraw the amount specified in Section 3 from the Nominated account to pay the **RENT ACCOUNT** specified in Section 2, using the Bulk Electronic Clearing System.

## Section 1 Customer Details

Customer Name

Address (Street)

Address (Suburb)

Postcode

Email

Phone

## Section 2 Account Details

The **RENT ACCOUNT** will be paid from the following nominated account:

Name of Bank / Financial Institution

Account Name

BSB Number

Account Number

## Section 3 Payment Schedule

I request that you debit my account in accordance with this Agreement and subject to one or more of the following conditions: (Please tick one)

<input type="checkbox"/> <b>Maximum payment</b>	A maximum payment amount as per your R18 Agreement will be paid.*
<input type="checkbox"/> <b>The full balance</b>	The amount shown on your fortnightly Rent Statement as the closing balance will be paid.^
<input type="checkbox"/> <b>Any amount</b>	Up to \$1000 will be paid at anytime to cover amount/s due.+

\* The maximum payment due will be paid as per your R18 with Skymac Pty Ltd.  
 ^ The full balance payment is calculated as the sum of your Main Account Balance as stated as **Amount Due** in your fortnightly statement.  
 + You give us the authority to debit any amount at anytime for any closing balances due.

## Section 4 Signature Authorisation

I,

Name of customer giving Direct Debit Request

Authorise

Name of Debit User
APCA User ID Number

That until further written notice, to debit my/our account as described above, amounts which Skymac Pty Ltd (the user) User ID Number 534348 may debit or charge me/us through the Bulk Electronic Clearing System.

Signature of Customer

Date

### Submitting this form

Please return your completed form to:  
**Skymac Pty Ltd**  
 C/- Head Office  
 PO Box 36  
 ASHGROVE QLD 4060

You can also submit this form by email.

### Contacting us

**Avalon Village**  
 ☎ (07) 3343 2277  
 ✉ [info@avalonvillage.com.au](mailto:info@avalonvillage.com.au)  
 🌐 [www.avalonvillage.com.au](http://www.avalonvillage.com.au)

**Thornfields**  
 ☎ (07) 3899 0095  
 ✉ [thornfields@aqcare.com.au](mailto:thornfields@aqcare.com.au)  
 🌐 [www.thornfields.com.au](http://www.thornfields.com.au)

# Direct Debit Request Service Agreement

## 1.0 The Bulk Electronic Clearing System (BECS)

Skymac Pty Ltd is a Debit User under the BECS and has entered into a Debit User agreement with certain banks. Accordingly the bank has agreed to sponsor Skymac Pty Ltd in an electronic payments clearing system for the purposes of direct debit drawings provided you have authorised Skymac Pty Ltd to do so under the Direct Debit Request.

## 2.0 Your authority to Skymac Pty Ltd

- 2.1 You acknowledge that by signing the Direct Debit Request, you have requested, authorised and given your consent to Skymac Pty Ltd to debit your account.
- 2.2 Skymac Pty Ltd will not be obliged to effect a direct debit drawing if the information on the Direct Debit Request is incomplete and/or inaccurate.
- 2.3 All your instructions in relation to the Direct Debit Request must be given to Skymac Pty Ltd and not to the Bank.

## 3.0 Direct Debit Service Agreement

By signing the Direct Debit Request you:

- have agreed to these terms and conditions; and
- acknowledge that the signed Direct Debit Request and these terms and conditions will together form the Direct Debit Service Agreement.

## 4.0 Direct debit procedures

- 4.1 Skymac Pty Ltd will issue instructions to the Bank to debit your Account on the date, with the Payment Amount and for the Frequency nominated until you inform Skymac Pty Ltd otherwise.
- 4.2 Skymac Pty Ltd's instructions to the Bank will be immediate and irrevocable and means that you must exercise care when you complete the Direct Debit Request.
- 4.3 If the day nominated in the Direct Debit Request is not a Banking Business Day, the drawing will occur on the next business day.

## 5.0 Your Commitment to us

- 5.1 You will ensure that your Account can accept Direct Debit drawings.
- 5.2 You will ensure that your Account has sufficient clear funds to cover the Direct Debit drawing for the Payment Amount on the dates on which the direct debit drawings are made. If your Account does not have sufficient clear funds, Skymac Pty Ltd may issue instructions to the Bank for the direct debit drawing of the Payment Amount as soon as your Account has sufficient clear funds or seek payment from you separately.

## 6.0 Variation and termination of your authority

- 6.1 You may vary any of the Direct Debit arrangements as set out in the Direct Debit Request (whether it is to stop, cancel or suspend those arrangements) by providing instructions in writing to Skymac Pty Ltd at least five business days prior to the date on which the Direct Debit arrangements are to be varied.
- 6.2 Skymac Pty Ltd is only obliged to act on any instruction issued to it within five business days after the date on which it receives the instruction.
- 6.3 You must inform Skymac Pty Ltd of any direct debit drawing which has been made from your Account which is not authorised or if there is any mistake in processing any direct debit drawing from your Account.
- 6.4 If you discover that the amount Skymac Pty Ltd was authorised to draw from your account:
  - is greater than the amount due to Skymac Pty Ltd, you may contact Skymac Pty Ltd for a refund
  - is less than the amount due to Skymac Pty Ltd you must make a separate payment for the shortfall to Skymac Pty Ltd. You remain at all times responsible to make full and complete payment of each amount due to Skymac Pty Ltd.
- 6.5 You may terminate the authority under the Direct Debit Request at any time by giving written notice to Skymac Pty Ltd.
- 6.6 Skymac Pty Ltd may terminate your Direct Debit Request by giving written notice to you at the address you have notified to Skymac Pty Ltd.

## 7.0 Variations by Skymac Pty Ltd

Skymac Pty Ltd agrees that it will provide notice in writing of no less than four calendar days to you if it proposes to vary any of these terms and conditions. Any variation to these terms and conditions will take effect immediately on the date specified in such a notice by Skymac Pty Ltd.

## 8.0 Notices, queries and problem resolution

Any notice or communication in connection with these terms and conditions must be:

- in writing, signed and addressed, to **Skymac Pty Ltd** C/- Head Office, PO Box 36, ASHGROVE QLD 4060
- delivered or posted to the above address, or emailed.

## 9.0 General matters

**9.1** The Direct Debit Service Agreement is governed by the laws of Queensland.

**9.2** You acknowledge that Skymac Pty Ltd (nor any person acting on its behalf) has not made any representation or offered other inducement to you to sign the Direct Debit Request.

**9.3** Skymac Pty Ltd will not be liable for:

- any failure or delay on the part of the Bank in fulfilling an instruction from Skymac Pty Ltd for direct debit drawing to be made from your Account
- indirect, special or consequential loss or damage caused, including negligence; and events beyond Skymac Pty Ltd's reasonable control.