



# Direct Debit Request Service Agreement

WestNet Pty. Ltd. ABN: 50 086 416 908

24 Sangiorgio Court, Osborne Park, WA 6017

PO Box 1767, Osborne Park DC, WA 6916

Phone: 08 6263 6300 Facsimile: 1300 554 160

Sales: 13 19 60 Billing Department: 1300 855 006 Technical Support: 1300 786 068

## Terms and Conditions

### 1 Debiting details:

Maximum amount to be debited:	As per WestNet Agreement (including excess if applicable).
Frequency of debit:	As per WestNet Agreement.
First payment date:	Upon activation of Account.
Final payment date:	Until further notice.

2 The Customer will be advised 14 days in advance of any changes to the direct debit arrangements.

3 For all matters relating to the direct debit arrangements, including any disputes that may occur, the Customer will need to:

- call WestNet Accounts on (08) 6263 6300; **and/or**
- visit the WestNet Office at 24 Sangiorgio Court, Osborne Park, WA 6017; **and/or**
- send written correspondence to WestNet Pty Ltd, PO Box 1767, Osborne Park DC, WA 6916.

Please allow 3 working days for the amendments to take effect.

4 The Customer should be aware that:

- Direct debiting through BECS is not available on all accounts; and
- Account details should be checked against a recent statement from the account holder's Financial Institution.

If the Customer is in any doubt, they should check with their Ledger Financial Institution before completing the drawing authority.

5 It is the Customer's responsibility to ensure that sufficient cleared funds are in the nominated debiting account at all times as WestNet reserves the right to debit any amount due on an account at any time.

6 For returned unpaid transactions, the following procedures or policy will apply:

- Customers will be contacted by phone and email; and
- Fees and Charges of \$10.00 will apply at WestNet's discretion.

7 All Customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

8 WestNet recommends that the Customer confirm their direct debit details with their Financial Institution before submitting them to WestNet, as any bounced payments due to incorrect details will incur a \$5.00 fee. Customers may refer to the numbers below to confirm their direct debit details.

## Financial Institution Contact Phone Numbers

If your Financial Institution is not listed here, please refer to White Pages or Directory Assistance.

Adelaide Bank - 1300 652 220

Australian National Credit Union - 13 11 40

ANZ Bank - 13 13 14

BankWest - 13 17 18

Bendigo Bank - 1300 366 666

Challenge / Westpac - 13 18 62

City Bank - 13 24 84

Collie Miners Credit Union - (08) 9734 1144

Colonial State Bank - 13 22 21

Commonwealth Bank - 13 22 21

Elders - (08) 9422 2333

Energy Credit Union - 13 25 77

FAI Home Loans - 13 28 10

Goldfields Credit Union - (08) 9021 6444

Health Services Credit - (08) 9221 3188

Home Building Society - (08) 9323 5500

National Bank - 13 22 65

Police & Nurses Credit Society - 13 25 77

StateWest Credit Society - 13 63 13

Tambellup/Cranbrook Community Bank - (08) 9826 1777

Teachers Credit Union - 13 12 21

United Credit Union - (08) 9535 5233

University Credit Union - (08) 9389 1011

West Bond Australia - 13 11 40

Westfarmers - (08) 9273 5222

Woolworths Ezy Banking - 13 72 88



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## Customer Authority

I/We \_\_\_\_\_  
Name of Customer(s) giving the Direct Debit Request

authorise you WestNet Pty. Ltd. O66993  
Name of Debit User APCA User ID Number

to arrange for funds to be debited from my/our account at the Financial Institution indentified below and as prescribed below through the Bulk Electronic Clearing System (BECS).

This authorisation is to remain in force in accordance with the terms described in the Service Agreement.

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

① If joint bank account, please include BOTH signatures. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Details of the Account to be Debited

Name of Financial Institution (e.g. Commonwealth, BankWest etc.): \_\_\_\_\_

Address of Financial Institution: \_\_\_\_\_

Account Holder's Name: \_\_\_\_\_

BSB Number:    -    ① Your BSB Number must contain 6 digits

Account Number:          ① Your Account Number may only be a maximum of 9 digits and cannot contain any letters

Please note: If you are unsure of your correct BSB and/or Account number, please contact your Financial Institution or check your latest bank statement.

## Declaration

I/We authorise the following:

1. The Debit User to verify the details of the above-mentioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing the Debit User to verify the above-mentioned account details.
3. That you debit my/our account in accordance with our Agreement.

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

① If joint bank account, please include BOTH signatures. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Account Verification Details

WestNet Username or Email address: \_\_\_\_\_ ☎ Contact Phone Number: \_\_\_\_\_