DIRECT DEBIT REQUEST

Request to establish Debit Authority within the Direct Debit System

mansol

managed solutions pty ltd

M S I

Clockwork ISP
www.clockwork.com.au

Phone: 07 3812 5001

Simply complete this form and return to:
Managed Solutions, PO Box 530, Ipswich Qld 4305

Once we have received a correctly completed Direct Debit Request, the first Direct Debit will occur on the "due date" of the next current invoice. If overdue invoices exist, these will be Direct Debited the day following acceptance of the Direct Debit Request.

Customer Authority

Name of Customer(s) giving the Direct Debit Request
(If a company, please include ABN)

Customer Address

Post Code

requests and authorises Managed Solutions Pty Ltd (ABN 57 504 933 566) with User ID Number 264420 to arrange for funds to be debited from my/our account identified in The Schedule below.

Payment Details

The payment is for: (please tick one) ☐ All Services ☐ Internet-related services only

The Schedule

Name of Financial Institution

Name of Branch (where account is held)

Financial Institution Address

Name of Account Holder(s) (If a company, please include ABN)

BSB Number

Account Number

(Please check with your Financial Institution to ensure the account nominated will facilitate direct debiting. See attached Service Agreement Clause 5.)

Direct Debit Request Authorisation

I/We have read and understood the "Service Agreement" overleaf and acknowledge and agree to it.

I/We request this Arrangement remain in force in accordance with The Schedule described above and in compliance with the "Service Agreement" overleaf.

Customer(s) Signature: Date:

Customer(s) Signature: Date:

Service Agreement

1. Managed Solutions Pty Ltd (the "Debit User") will debit the BSB/Account nominated in The Schedule of this Direct Debit Request as specified.

2. The Debit User will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.

3. The customer(s) may request the Debit User to defer or alter the payment amount specified in the Schedule of this Direct Debit Request. Requests authorising these changes may be made by phoning or visiting any branch of Managed Solutions Pty Ltd. Customer(s) may change the:

   -> Due Date of Payment
   -> Payment Amount
   -> Frequency of Payment

   Customer(s) wishing to vary the drawing account details specified in The Schedule of this Direct Debit Request must provide signed authority for such changes to be effected.

4. In compliance with the Industry's Direct Debit Claims Process, the Debit User will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. The Debit User will endeavor to resolve this matter within the Industry agreed timeframes. Customer(s) may visit any branch of their bank and complete a "Direct Debit System Claim Request" form to initiate the process.

5. The Debit User advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution (Ledger FI) to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.

6. It is the customer(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request.

7. The Debit User advises the debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day the debit User will initiate the debit drawing on the next open business date. Customer(s) may direct processing inquiries to their Ledger FI.

   A closed business day is defined as any calendar day on which the customer(s) Ledger FI is not open for direct debit processing. That is

   -> Weekends
   -> Public Holiday – State
   -> Public Holiday – National

8. Where an unpaid debit item is returned by the customer(s) Ledger FI, the Debit User will, in accordance with The Schedule of Managed Solutions Pty Ltd Fees & Charges, apply an Outward Dishonor Fee to the customer(s) recipient account.

9. Customer(s) who wish to cancel this Direct Debit Request must notify the Debit User in writing not less than 7 days before the next scheduled debit drawing. This request may be directed to the Debit User or to their Ledger FI for actioning.

10. The Debit User requests the customer(s) to direct all inquires, disputes, requests for payment changes or cancellation directly to the Debit User.

11. The Debit User agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.