

Direct Debit Request Form

I/We request and authorise **MICROS**, to arrange, through its own financial institution, to debit funds from my/our nominated account at the financial institution shown below according to the details specified.

Name(s) or Company Name _____
ABN/ARBN _____
Address _____
Postcode _____
Telephone _____
Fax _____
Email _____

Please deduct money from my/our Financial Institution account

This debit will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement. **Only Australian bank accounts are accepted.**

Name of financial institution _____
Branch where account is held _____
Name of bank account _____
BSB Number _____ Account Number _____

To be signed by both parties for joint accounts.

Signature
Full Name _____
Position _____
Date _____

Please deduct money from my Credit Card (Visa or Mastercard only)

Cardholder's Name _____
Credit Card Number _____
MasterCard Visa Card Expiry Date _____

Cardholder's Signature _____

Fees to be debited

- MICROS will debit AU\$ _____ from the above account for the payment of goods/services in accordance with prior written agreements.
- MICROS will debit the following recurring fees in accordance with prior written agreements:
Support Gateway Transactions Hosting myfidelio



Direct Debit Service Agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between **MICROS** (ABN 66 011 007 033) and you. Direct Debit arrangements pertain to requests to deduct money from your financial institution account. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your DDR and should be read in conjunction with your DDR form.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the nominated date.
- We will only arrange for funds to be debited from your account as authorised in the DDR.
- If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day.
- We may vary any details of this agreement or a DDR at any time by giving you at least 14 days' written notice to the address you have given us in the DDR.
- We will keep any information (including your account details) in your DDR confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- We will only disclose information that we have about you to the extent specifically required by law; or for the purposes of this agreement (including disclosing information in connection with any query or claim).

Your rights

Changes to the arrangement

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least 14 days' notification by

- telephoning us on +61 2 9485 1200 during business hours;
- writing to:
MICROS-Fidelio Australia Pty Ltd
ABN 66 011 007 033
13a Narabang Way
Belrose NSW 2085
or
- arranging it through your own financial institution.

Enquiries

Direct enquiries to us in the first instance, should be made 14 working days before next drawing. Enquiries should include your account name and details of inquiries.

Disputes

You should check your account statement to verify that the amounts debited from your account are correct

If you believe that there has been an error in debiting your account, you should notify us directly on +61 2 9485 1200 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct.

If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- your account details which you have provided to us are correct by checking them against a recent account statement; and
- there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the DDR.

If there are insufficient clear funds in your account to meet a debit payment you may be charged a fee and/or interest by your financial institution. You may also incur fees or charges imposed or incurred by us; and you must arrange for the debit payment 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 debit payment

