

Direct Debit Request Form

Authorisation Agreement

Please read the Conditions (next page) and complete this form in black/blue pen and print in BLOCK LETTERS. Return the completed form to:

Brennan IT, Accounts Dept on Fax 02 8235 9594 or email accounts@brennanit.com.au a copy of the signed DDR form.

Once we have received and processed your form and as long as it has been completed correctly, the first direct debit will apply to your next bill for the account nominated below. You will receive email notification when the first direct debit is applied

Your details

Company Name: Account Number:

Billing Address:

Contact Name: Contact Phone:

Contact Email:

Product (Please tick):

- Ultimate Care
- Active Care
- IAAS Hosting
- Service Pack
- Backup Storage
- Interactive Warranty
- Other (please specify)

Complete EITHER Section 1 or Section 2

Section 1- Details of bank account to be debited

Name of Financial Institution:

Address of Financial Institution:

Account Name:

BSB Number:

Account Number:

We authorise and request Brennan IT ABN 29 082 699 367 (User ID 305517), to arrange for any amounts which become payable in relation to the account nominated to be debited through the Bulk Electronic Clearing System from the nominated bank account listed above. We agree to the terms of the Direct Debit Conditions (next page).

Section 2 - Details of credit card account to be debited

Credit Card
Number:

Expiry Date:

Credit Card Type:

Visa

Mastercard

Amex

I/We authorise and request Brennan IT ABN 29 082 699 367, to arrange for any amounts which become payable in relation to the Brennan IT services provided to us, to be debited through the credit card listed above. This authority will stand in respect of the specified card and in respect of any card issued to me in renewal or replacement, until I notify Brennan IT of its cancellation. I/We agree to the terms of the Direct Debit Conditions (next page).

I/We agree to the terms of the Direct Debit Conditions (next page) and authorise Brennan IT ABN 29 082 699 367 to debit the nominated bank account outlined in Section 1 above or credit card outline in section 2 above.

Signature(s):

Print Name(s):

Authorised Positions:

IMPORTANT – Please ensure that all signatures required on the bank account be included.

Direct Debit Conditions

1. This Direct Debit Request Service Agreement sets out the terms on which you have authorised us, Brennan IT to arrange for payment of amounts that become payable on your account to be made by deductions from your bank account at, or by charging your credit card with, your financial institution (Direct Debit Request). Direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all bank accounts. Before you complete the Direct Debit Request, ensure your bank account details are correct.
2. Your Direct Debit Request authorises us to arrange for payment of the amounts due to Brennan IT for the services we provide to you, at the due date of your bill(s) or another date as agreed between us. This authorisation also enables any changes in those amounts and payment times, to occur automatically – you will not need to complete a new form. Although any new contracted services added to your Brennan IT account may be subject to the existing Direct Debit Request arrangements, only the services you have indicated on this form will be subject to this Direct Debit Request arrangement. If we wish to conclude different types of services you have contracted to, within this Direct Debit arrangement, notice in writing is required for this to be established.
3. Invoicing of your Brennan IT services is done depending on the service you are contracted to. Recurring Services are charges one month in advance. Service Packs are invoiced once usage levels reach 5 hours or less. Any new contracted services will be charged from the activation date of the service (unless otherwise arranged), and fees may include a setup fee, a pro-rated recurring fee for the previous billing period as well as the recurring fee for the current billing period. All fees are outlines in your contract. You will receive your bill via email or post, as soon as possible after the. Date of issue of the bill. The Total Due value on the invoice will be the amount processed in the Direct Debit transaction.
4. Details of the Direct Debit transactions made will be emailed to the contact name you have provided to us

5. We can vary this agreement at any time after giving you 14 days notice of the changes.
6. You can cancel, vary, defer or suspend the Direct Debit Request, or stop or suspend an individual debit from taking place under it, by calling our accounts department, but this must be arranged within 7 days of the due date of the invoice. If you do not provide us with this notice, we cannot guarantee the direct debit process can be stopped.
7. If you cancel, vary, defer or suspend your direct debit arrangements, or stop or suspend an individual debit from taking place under it, you must arrange within Brennan IT a suitable alternative payment method for all outstanding fees due, and ongoing contractual obligations.
8. If a due date for a debit falls on a weekend or public holiday the debit will be processed on the next business day.
9. You must ensure you have sufficient clear funds available in the nominated bank account (if you are paying by direct debit from your bank account) or that you have sufficient credit available on your nominated credit card (if you are paying by credit card) on the due date to permit the payments under the Direct Debit Request.
10. If a debit from your nominated bank account or a charge to your nominated credit card is unsuccessful we will attempt debit again twice. If still unsuccessful, we will contact you to arrange alternative payment or further deferral.
11. You must notify Brennan IT if the nominated account is transferred or closed.
12. If you are paying by direct debit from a bank account, please ensure that your financial institution allows direct debits on your nominated account. Your bank account will be debited through BECS.
13. If any bank fees are incurred by Brennan IT from a dishonoured direct debit, these fees may be passed on to you.
14. Upon cancellation of your contract with Brennan IT, all direct debit requests will also be deemed cancelled.
15. Where you consider that a debit has been initiated incorrectly, you can contact our accounts department on 02 8235 9595 or send an email with details of your dispute to accounts@brennanit.com.au. We will deal with your dispute in good faith and respond within 7 days. If your dispute is unresolved, you may contact your Financial Institution directly to seek a resolution.
16. Brennan IT employs the policy of treating all records and account details relating to this Direct Debit Request as Private. We will keep your information about your bank account confidential, except to the extent necessary to

administer your direct debit arrangements. If a claim is made on our financial institution in relation to an alleged incorrect or wrongful debit, we may be required to disclose this information to our financial institution.