

Direct Debit Request

Request and Authority to debit the account named below to pay - **Newsat Limited**.

Request and Authority to debit	Surname or Company Name			
	Given Names or ACN/ARBN			
	<p>(‘you’) request and authorise NewSat Limited, Debit User Identification Number 270342, to arrange, through its own financial institution, for any amount NewSat Limited, may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).</p>			
Insert the name and address of the financial institution at which account is held	Financial Institution Name			
	Address			
Choose Account type	Complete Section A for Account Number to be debited, or Section B for Credit Card to be debited.			
Section A Insert details of account to be debited	Name of Account			
	BSB Number			
Insert your signature and address	Account Number			
	Signature			
	(If signing for a company, sign and print full name and capacity for signing eg. director)			
	Address			
	Date	/	/	
or Section B Insert details of account to be debited (Credit Card)	Cardholder’s Name			
	Credit Card Type	<input type="checkbox"/> MasterCard <input type="checkbox"/> Bankcard <input type="checkbox"/> Visa <input type="checkbox"/> Amex* <input type="checkbox"/> Diners*		
Insert your signature and address	Card Number			
	Expiry Date	/		
	* An additional 3% charge applies for Amex and 4.1% for Diners Club cards to cover costs.			
	Signature			
	(If signing for a company, sign and print full name and capacity for signing eg. director)			
	Date	/	/	
Acknowledgement	By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and NewSat Limited as set out in this Request and in your Direct Debit Request Service Agreement.			

Direct Debit Request - Service Agreement

The following is your Direct Debit Service Agreement with NewSat Limited. 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 Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

Definitions

- **account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.
- **agreement** means this Direct Debit Request Service Agreement between *you* and *us*.
- **banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- **debit day** means the day that payment by *you* to *us* is due.
- **debit payment** means a particular transaction where a debit is made.
- **direct debit request** means the Direct Debit Request between *us* and *you*.
- **us** or **we** means NewSat Limited, (the Debit User) *you* have authorised by signing a *direct debit request*.
- **you** means the customer who signed the *Direct Debit Request*.
- **your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

1. Debiting your account

By signing a *Direct Debit Request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.

We will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*

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*.

If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen (14) days written notice.

3. Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement by providing *us* with at least fourteen (14) days notification by writing to: NewSat Limited **or** by telephoning *us* on 1300 306 119 during business hours **or** arranging it through your own financial institution.

4. Your obligations

Is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

If there are insufficient clear funds in *your account* to meet a *debit payment*:

- (a) *you* may be charged a fee and/or interest by your financial institution;
- (b) *you* may also incur fees or charges imposed or incurred by *us*; and

- (c) *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*.

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

If NewSat Limited is liable to pay goods and services tax (GST) on a supply made in connection with this agreement, then *you* agree to pay NewSat Limited on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 1300 306 119 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.

6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which *you* have provided to *us* are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

7. Confidentiality

We will keep any information (including *your account* details) in *your Direct Debit Request* 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*:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *Agreement* (including disclosing information in connection with any query or claim).

8. Notice

If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write NewSat, Level 4, 6 Riverside Quay, Southbank 3006.

We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.

Any notice will be deemed to have been received on the third *banking day* after posting.