



**CUB Direct Debit Request Form**  
 CUB Limited (ABN 76 004 056 106) ("CUB")

**Customer Details**

Name: ..... ABN: .....  
 Customer first name and surname or company/business name If applicable  
 Customer account number: .....  
 [Outlet name]: ..... [Outlet address]: .....

**Debit Arrangement**

This direct debit request form authorises payments to be made from your nominated account for amounts owing to CUB in connection with any goods and/or services supplied to you by any of the CUB Group.

"CUB Group" means CUB Pty Ltd (ABN 76 004 056 106) and its related bodies corporate as defined in the *Corporations Act 2001* (Cth).

**Customer Agreement**

- When you sign this form you:
- agree that you have read and understood the CUB Direct Debit Service Agreement ("Service Agreement");
  - agree that this request is subject to the Bulk Electronic Clearing System regulations and procedures in operation from time to time;
  - declare to CUB that all the information on the form is correct; and
  - agree that you will give CUB at least 7 days' notice before the next debit is due if you wish to change these direct debit arrangements.

**Customer Authority**

I authorise CUB Limited (Debit User ID 124817) and any of its related bodies corporate to debit the account described below in accordance with the Debit Arrangement described above and I confirm that I am the holder and signatory of that account.

**Nominated Bank Account:**  (please tick for direct debit from BANK ACCOUNT)

Name of financial institution: .....  
 BSB: \_\_\_\_\_ - \_\_\_\_\_ Account number: .....  
 Account Name: .....  
 Account signature: ..... Account signature: .....  
 Print Name: ..... Print Name: .....  
 Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

\*\*\*\* OR \*\*\*\*

**Nominated Credit Card Account:**  (please tick for direct debit from CREDIT CARD – Merchant Fees Apply)

Prior to completing this section, contact your Credit Representative on the Enquiries number below to obtain a Credit Card token ID

Name of Card holder: ..... Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 Signature of Card Holder: ..... Credit Card Token ID: .....  
 Card Type: (please circle) Visa / Mastercard / Amex  
*Please do not record your credit card number on this form*

|   |  |   |   |  |
|---|--|---|---|--|
| VIC/TAS<br>GPO Box 753F<br>MELBOURNE 3001<br>Enq 03 9420 6574<br>Fax 03 9428 1435 | NSW<br>GPO Box 4050<br>SYDNEY NSW 2001<br>Enq. 02 9217 1706<br>Fax. 02 9281 1602 | QLD<br>GPO Box 182<br>BRISBANE 4001<br>Enq. 07 36664100<br>Fax. 07 32161860 | WA<br>GPO Box F361<br>PERTH 6841<br>Enq. 08 6258 4699<br>Fax. 08 93533906 | SA/NT<br>PO Box 292<br>Torrensville Plaza<br>SA 5072<br>Enq. 08 8416 7865<br>Fax. 08 8354 3687 |
|---|--|---|---|--|

# CUB Direct Debit Request Service Agreement (“Service Agreement”)

This document sets out the terms on which CUB Limited (“CUB”, “we” or “us”) will debit amounts to your nominated account

## 1 What will we debit to your nominated account?

We will debit amounts to your nominated account in accordance with your CUB Direct Debit Request Form (“DDR”).

## 2 When will these amounts be debited?

We will process debits when payment becomes due under the terms of your trading arrangements with us or any of our related entities.

## 3 Drawing arrangements

If payment becomes due on a day that is not a business day, we will debit your account on the next business day. You should direct any queries about when your account will be debited to your State Accounts Receivable Team (details on your DDR Form).

## 4 Changes to the Debit Arrangement

If you want to make changes to the Debit Arrangement established by your DDR, you must give us 7 days’ notice by calling Account Enquiries. These changes may include:

- deferring a debit;
- stopping an individual debit;
- suspending the Debit Arrangement; or
- cancelling the Debit Arrangement completely.

We may not give effect to your request until 7 days after it has been made.

## 5 Termination

Your DDR may be cancelled:

- by us immediately if any debits are returned unpaid by your financial institution; and
- by either us or you by giving the other party 10 business days’ prior notice.

## 6 Obligation to pay

This clause does not affect your obligations to pay us or any of our related entities amounts due, including any interest. If a direct debit to your nominated account is dishonoured, we will contact you to make alternative payment arrangements and you may have to pay us a dishonour fee.

## 7 Enquiries to CUB

If you have any enquiries about your DDR or wish to make any changes to your Debit Arrangement you should contact us first rather than your financial institution.

## 8 Privacy

We will handle all personal information in the DDR Form, including customer account details, in accordance with the requirements of the *Privacy*

*Act 1988* (Cth). We may, however, disclose personal information if required by law or to the extent necessary to satisfy our obligations to other participants of the direct debit system, or to respond to any claims or disputes about debits.

## 9 Disputed debits

If you believe that a debit has been made incorrectly, you should raise the matter directly with us by calling Account Enquiries. An officer of CUB will respond to your query with a determination in 7 days by telephone or in writing.

If we cannot resolve the matter, you should contact your financial institution who will respond in accordance with their dispute resolution procedure.

## 10 Customer’s acknowledgments and responsibilities

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- the authorised signatories of the nominated account sign the DDR; and
- when payments are due to us or our related entities there are sufficient cleared funds or credit available in your nominated account; and
- you advise us if the nominated account is transferred or closed.

## 11 Indemnity

You agree to indemnify us for any liability (including legal costs and expenses on a full indemnity basis) we may suffer as a result of you breaching these conditions or providing us with a DDR Form which is ineffective for processing payments.

Your indemnity to us is a continuing obligation which is separate from your other obligations under this Service Agreement and it survives cancellation of your DDR.

It is not necessary for us to incur any expense or make any payment before enforcing this indemnity.

You must pay us any sum due under this indemnity without deduction or set-off.

## 12 Changes to these conditions

We may change the conditions of this Service Agreement from time to time, but will give you at least 14 days’ notice of any changes.