

Payment Method Form

1. Complete this form

2. Return this form to us by one of the following:



By mail

Post this form to:
FlexiGroup Limited
Locked Bag 5005
Royal Exchange,
Sydney NSW 1225



By fax

1800 240 103



By email

customer.service@flexigroup.com.au

Direct Debit Request

I/We request and authorise Flexirent Capital Pty Ltd (BECS user ID No. 005221) to arrange, through its own financial institution, a debit to my/our nominated account any amount Flexirent Capital Pty Ltd, has deemed payable by me/us. I/We acknowledge that this debit or charge will be made through the Bulk Electronic Clearing System (BECS) from my/our account held at the financial institution I/we have nominated below. I/we understand that the authority to debit my bank account or credit card (as applicable) will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Flexirent Agreement Number _____

Option 1 Bank Account Details

Name of Institution _____

Branch _____

BSB Number _____

Account Number _____

Account Name/s _____

Signature 1 _____

Date _____

Signature 2 _____

(if joint account all signatures are required)

Date _____

Or Option 2 Credit Card

Only Visa, MasterCard and American Express will be accepted. Payments made via Credit or Debit Card will incur a 1% payment processing fee.

Card Type (tick box)

VISA MasterCard American Express

Card Number _____

Expiry Date _____

Cardholder's Name _____

Cardholder's Signature _____

Date _____

Address _____

Direct Debit Service Agreement

1. DEBITING YOUR ACCOUNT

- a) By signing the Direct Debit Request (DDR), you authorise us to debit funds from your nominated account for any amount payable under this Rental Agreement and any other agreement between you and us. You should refer to this DDR Service Agreement and the DDR for the terms of the arrangement between you and us.
- b) We will only arrange for funds to be debited from your account as authorised in the DDR.
- c) If any payment falls due on a non-business day, it will be debited from your nominated account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. CHANGES by us

We may vary details of this DDR Service Agreement or the DDR at any time by giving you at least 14 days written notice.

3. CHANGES by you

- a) You may change, stop or defer a payment, or terminate this DDR Service Agreement by providing us with at least 14 days notification by:
 - i) writing to Flexirent Capital Pty Ltd, Locked Bag 5005 Royal Exchange, Sydney NSW 1225; or
 - ii) telephoning us on 1800 240 102 during business hours; or
 - iii) arranging it through your own financial institution which is required to act promptly on your instructions. Your financial institution may 'change' your debit payment only to the extent of advising us of your new account details.

4. YOUR OBLIGATIONS

- a) It is your responsibility to ensure that there are sufficient funds in your account to allow a payment to be made in accordance with the DDR.
- b) If there are insufficient clear funds in your account to meet a payment:
 - i) you may be charged a fee and/or interest by your financial institution; and
 - ii) you may also incur fees and charges imposed or incurred by us in accordance with this Rental Agreement; and
 - iii) you must arrange for the payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed account so we can process the payment.
- c) You should check your account statement to verify that the amounts debited from your account statement are correct.

5. DISPUTES

- a) If you believe that there has been an error in debiting your account, you should contact us directly on 1800 240 102 and confirm in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.
- b) 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.
- c) 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

- a) You should check:
 - i) with your financial institution whether direct debiting is available for your account as direct debiting is not available on all accounts offered by financial institutions;
 - ii) your account details which you have provided us are correct by checking them against a recent account statement; and
 - iii) with your financial institution before completing the DDR if you have any queries about how to complete the DDR

7. CONFIDENTIALITY

- a) 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.
- b) We will only discuss information about you:
 - i) to the extent specifically required by law; or
 - ii) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. NOTICE

- a) If you wish to notify us in writing about anything relating to this DDR Service Agreement, you should write to Flexirent Capital Pty Ltd, Locked Bag 5005 Royal Exchange, Sydney NSW 1225.
- b) We will notify you by sending a notice in the ordinary post to the address you have given us on the DDR.
- c) Any notice will be deemed to have been received on the third business day after posting.