

Direct Debit Request



1300 738 098
accounts@ballistic.edu.au ballistic.edu.au PO Box 7502 Sippy Downs QLD 4556
Ballistic Training Solutions Pty Ltd ABN: 30156084 481 ACN: 156084481 RTO: 41097

Simply complete this form then post or scan and email back to us. PRINT IN BLOCK LETTERS

Your contact details We will update your records with the contact details you provide on this form

Name/s of registered property owner/s or authorised representative/s

Name
Telephone contact Mobile
Email
Postal Address
Registered owner ☐ Authorised representative ☐

Option 1 - Credit Card Details (Details shown on your Credit Card)

Name on Card Card No:
Expiry Date CVN: Card Type: (VISA/MCARD/AMEX)
Billing Address
Suburb State Postcode

Arrangement (Please tick one box)

☐ New Application ☐ Cancellation ☐ Replace existing request

Payment options (Please complete details for one option)

Due Date ☐ Paid on the due date
or Fortnightly ☐ Amount \$: ¢ Start Date / /
or Monthly ☐ Amount \$: ¢ Start Date / /

Option 2 - Bank account details

Bank name
Branch name
Bank/State/Branch (BSB) Number - Account number
Bank account name(s) (E.G. SMITH, AB & CD)

Authorisation (Please ensure bank account signatory/(ies) sign the Direct Debit Request)

I/we:

- * Have read, understood and agree to be bound by the Ballistic Training Solutions Direct Debit Request Service Agreement.
- * Request and authorise Ballistic Training Solution to arrange for funds to be debited from the above nominated bank account through the Bulk Electronic Clearing System for payment of your agreed training plan invoice amounts.
- * Request and authorise your bank to release information and allow Ballistic Training to verify the bank account details as stated on this form; and Declare that I/we am/are the authorised signatory/ies to the nominated bank account (if not, please attach a certified copy of the relevant power of attorney and/or associated documentation).
- * This authorisation is to remain in force in accordance with the terms described in the Ballistic Training Solutions Direct Debit Request Service Agreement.

Signature Date
Signature Date

Direct Debit Request

Direct Debit is an easy and convenient way of paying your account.

Ballistic Training Solutions Direct Debit options include:

- due date to pay your account in full and on time
- flexible payment arrangements, allowing you to average out the annual cost of your account, by making payments on a fortnightly or monthly basis.

Direct Debit Request Service Agreement

Our commitment to you

- When you register for Direct Debit, you are authorising Ballistic Training Solutions, to withdraw funds from your nominated account. Direct debit withdrawals will be deducted from your nominated account in accordance with the terms of your Direct Debit Request (DDR).
- The DDR must be received at least 5 working days prior to the due date of your Ballistic Training account or flexible payment arrangement. Otherwise the first direct debit withdrawal will be processed on the first payment due date occurring after Ballistic Training has received the new DDR.
- Direct Debit options:
 - due date to pay your account in full and on time
 - flexible payment arrangements, allowing you to average out the annual cost of your Ballistic Training account, by making payments on a fortnightly or monthly basis.
- If a Direct Debit withdrawal falls on a weekend or public holiday, the Direct Debit withdrawal from your nominated account will occur on the next business day.
- Due Date Direct Debit – Should it be necessary to amend your Ballistic Training account, the original bill will be cancelled and a new bill will be issued with a new due date. A request to amend your Unitywater bill is required at least 10 days prior to a due date DDR to enable us to stop the DDR. If a request to amend your Ballistic Training account is received late and Ballistic Training is unable to stop the Direct Debit withdrawal, the payment will be processed against the revised bill. If the payment results in a credit balance, a refund can be requested or otherwise the credit will be allocated to your subsequent invoices. If the payment results in a residual balance outstanding, this amount will be withdrawn from your nominated account on the revised due date.
- Ballistic Training will notify you if the Direct Debit withdrawal was dishonoured and the reason. Ballistic Training will request that you make payment using an alternative method and may pass on any interest and processing costs.
- Ballistic Training is responsible for the physical storage of your DDR and will manage your personal information in accordance with the *Information Privacy Act 2009 (Qld)* and Unitywater's Privacy Policy. Unitywater will only disclose information that it has about you:
 - to the extent specifically required by law; or
 - for the purpose of this agreement, which includes disclosing information in connection with any query or claim.

Your commitment to us

- Third party or joint bank accounts are acceptable, provided the appropriate signatory/(ies) have signed this DDR form.
- If you currently have an overdue Unitywater account, please contact Ballistic Training Solutions accounts team to discuss payment arrangement options on **1300 738 098**.

- It is your responsibility to ensure that Direct Debit is available from your nominated account. Ballistic Training does not direct debit passbook accounts & direct debit via the Bulk Electronic Clearing System (BECS) is not available on all accounts.
- It is your responsibility to ensure that there are sufficient funds available on the due date of your Unitywater bill or flexible payment arrangement. If there are insufficient funds in your account, you may charge you a dishonour fee.
- You should check your account statement to verify that the direct debit withdrawals from your account are correct.

Changes by you

- You may call Ballistic Training's Accounts Team on 1300 738 098 to:
 - change the amount and frequency of your DDR
 - cancel or defer your DDR
 - change the nominated bank account details for your DDR.

Changes by Ballistic Training Solutions

- Ballistic Training may vary any details of this DDR at any time by giving you at least 14 days notice in advance.

Your rights

- If you believe that there has been an error in direct debiting your account, you should call Ballistic Training directly on 1300738098 and provide written confirmation as soon as possible to enable Ballistic Training to resolve your query as quickly as possible.
- There are strict guidelines to protect a Direct Debit customer who considers that their nominated account has been incorrectly debited. Dispute procedures are as follows:
 - in the first instance you must attempt to resolve the matter with Ballistic Training
 - if you are not satisfied with the outcome, you must then approach your financial institution
 - if the matter is still unable to be resolved, your financial institution will refer the matter to the Australian Payments Clearing Association Management Committee for resolution.

Ballistic Training Solutions rights

- Ballistic Training will not accept your DDR if the application is incomplete, incorrect, illegible or misleading.
- Ballistic Training reserve the right to cancel your DDR should the Direct Debit be: rejected by your financial institution; dishonoured for insufficient funds twice within six months; or, in breach of other Ballistic Training Direct Debit Terms & Conditions.