

# Direct debit set up request form



## Your account contact details

Account Number

Title First name Surname

Telephone

Facsimile

Mobile

Mailing address

City

State

Postcode

Email address

## Business details If required

Business name

Trading as

ABN

Contact name

## Account top up amount

Tag or tagless accounts please complete the following:

Nominate your top-up amount:

Nominate your trigger amount:

Recommended min. \$50

Recommended min. \$20. This is the amount when reached, that will trigger your automatic top-up.

If you have a post-paid account we will attempt to collect the month-end balance of your account by direct debit not less than 28 days after the end of the relevant month.

## Direct debit details\*

BSB number

Bank account number

Account name

Name of financial institution

Branch location

\*A dishonour fee of \$2.50 applies per dishonour if payment is unsuccessful. The current dishonour fee is set out at [linkt.com.au](http://linkt.com.au)

## Authorise

I/we (first name/surname)

of (company name if applicable)

## Authorise and request

Queensland Motorways Management Pty Ltd (Linkt) APCA User ID number 068471 to arrange for funds to be debited from my/our account at the financial institution identified above and as prescribed through the Bulk Electronic Clearing System. This authorisation is to remain in force in accordance to the terms described in the Direct Debit Request Service Agreement in Section G on reverse. The Debit User (Linkt) to verify the details of the account details provided above with my/our financial institution. The financial institution to release information allowing Linkt to verify the account details provided above.

This Direct Debit Request is made subject to the Tollau Pty Ltd Direct Debit Request Service Agreement (see overleaf).

First account holder's signature

Date

Second account holder's signature (if applicable)

Date

If joint account, all signatures are required.

Once you have completed this form in full:

please email it to us at [customerbris@linkt.com.au](mailto:customerbris@linkt.com.au),

fax it to **1300 559 920**

or post it to **Linkt, Reply Paid 87288, VIRGINIA BC, QLD 4014.**

If you would like more information, you can visit [linkt.com.au](http://linkt.com.au), email us at [customerbris@linkt.com.au](mailto:customerbris@linkt.com.au) or call 13 33 31. For operating hours please visit our website.

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

1. This Direct Debit Request Service Agreement (Agreement) sets out the terms and conditions on which you have authorised us, Queensland Motorways Management Pty Ltd (ABN 86 010 630 921) (Linkt), to automatically deduct amounts that become due and payable to your Linkt account from your bank account at your financial institution. Your Direct Debit Request (DDR) authorises us to arrange for the payment of amounts due to us, and at the times required, for the tolls, fees and charges you have incurred in your use of the Linkt network.
2. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure as to whether direct debit is available on your account, you should check with your financial institution. You should also check your account details against a recent statement from your financial institution. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account. If you are uncertain as to how to complete this DDR, please check with your financial institution.
3. We can amend this Agreement at any time after giving you a minimum of 14 days' notice. We can vary any of the debit arrangements after giving you a minimum of 14 days' notice.
4. You can cancel, vary, defer or suspend the DDR, or stop an individual debit from taking place under this Agreement by contacting us on the contact details in section 10. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made. Stop and cancellation requests can also be directed to your financial institution.
5. If a payment due date falls on a weekend or a Queensland or national public holiday, the debit will be processed on the next business day. If you are unsure as to when a debit will be processed, you should ask your financial institution.
6. You must ensure that you have sufficient clear funds available in your nominated account on the due date to permit the payment under the DDR. If funds are not available, you will need to arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee.
7. If Linkt incurs any bank fees or charges as a result of a dishonoured direct debit, these fees may be passed on to you as a charge on your Linkt account.
8. If you believe there has been an error in debiting your account, you should notify us immediately on the contact details below, and confirm that notice in writing to us as soon as possible so that we can resolve your query. Alternatively, you can take it up directly with your financial institution. 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.
9. We will keep information about your financial institution account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.
10. If you wish to notify us about anything relating to this Agreement, you should contact us at [assist@linkt.com.au](mailto:assist@linkt.com.au), [linkt.com.au](http://linkt.com.au) (contact us) or on 13 33 31.
11. We may send notices either electronically to your email address or by ordinary post to the address you have given us. Any notice will be deemed to have been received on the third business day after emailing or posting.

## Collection Statement

Queensland Motorways Management Pty Ltd (Linkt) (ABN 86 010 630 921) is a member of the Transurban group. Transurban respects people's privacy. We have asked for the personal information on this form so we can maintain an account for you to use the Linkt network and certain other eligible toll roads.

We may disclose your personal information to other Transurban group entities and third party service providers who we work with, including other toll road operators. We may disclose information to our overseas contractors based in the Philippines, the United States and certain other countries, although we will always take steps to ensure your personal information is kept secure and is handled in a way that is consistent with the Australian Privacy Laws. Where your account is in payment default, we may disclose your personal information to debt collection companies and credit reporting bodies. The credit reporting bodies that we deal with from time to time are listed on our website.

Our privacy policy and credit reporting policy explain how we collect, use and disclose personal information and credit information, including how to contact us with access or correction requests or if you wish to make a complaint about how your personal information or credit information has been handled. Our Linkt privacy policy is found at [linkt.com.au/privacy](http://linkt.com.au/privacy) and our credit reporting policy is available at [transurban.com/transurban-credit-reporting-policy](http://transurban.com/transurban-credit-reporting-policy) or you can ask one of our customer service representatives to send you a copy of either policy by mail.

Require assistance?

For more information about your Linkt Tag or Tagless commercial account, please visit [linkt.com.au](http://linkt.com.au) or call 13 33 31. For operating hours please visit our website [linkt.com.au](http://linkt.com.au).