

# Linkt Commercial Account Opening Checklist



Please note incomplete forms may delay the opening of your account.

**Have you ticked the relevant account to be opened?**

**New Account**—please tick if you do not have an existing account with us.

**Upgrade from existing Linkt account**—please tick if you would like to close your existing Tag or Tagless account and transfer all details to new account.

**Changing business name or ABN/ACN**—please tick if you would like to close your existing account.

**Section 1—Existing account(s) details**

Have you completed all fields for the existing account/s to be closed. This is mandatory.

Please note: If the primary contact is no longer an employee, please attach written authorisation signed by the Company Director, General Manager, Financial Controller or Company Secretary written on company letterhead.

**Section 2**—If the ABN supplied with your Commercial account application indicates that your business entity is a Partnership, Sole Trader or a Trust we will need additional information to be submitted. Please note a copy of the Commercial Account Service Agreement can be downloaded from [www.linkt.com.au](http://www.linkt.com.au)

**All documentation once complete can be scanned and emailed to [commercialsyd@linkt.com.au](mailto:commercialsyd@linkt.com.au)**

**Partnership ABN**—We require details of all the partners (minimum 2)

- Have you provided minimum 2 partner's details in Director Personal details Column?
- Alternatively, on Letterhead please provide signed, written authorisation from each partner:
  - Full name
  - Date of birth
  - Driver's licence number
  - Address
  - Signatures

**Sole Trader ABN**—We require details of the individual who is the sole trader.

- Have you provided sole trader/individual details in Director Personal details Column?
- Alternatively, on letterhead please advise the following details for the sole trader/individual:
  - Full name
  - Date of birth
  - Driver's licence number
  - Address
  - Signatures

**Section 3—Details of Business contact Person/s**

Provide contact details of authorised contact people to manage your Linkt Commercial account

**Section 4—Linkt electronic invoices**

Please provide the day of the month you wish to receive your electronic invoice

**Section 5—Vehicle details**

Have you provided total number of tags required? Please ensure make and model details are included.

**Section 6—Account payment details**

Have you selected your preference to pay your Linkt invoices?

**Section 7—Customer Service Agreement**

Has the Company Director signed Section 7? This must be signed by the Company Director, please include title when signing. CEO/CFO/Financial Controller can sign this section if director is unavailable. All applications will undergo a credit check and we reserve the right to request for additional financial security if we consider you pose a credit risk.

**Both partners need to sign Section 7, if entity is a partnership.**

We have the ability to exchange information with third party reporting agencies if required. The lists of payment defaults with a Credit Reporting Agency may also be required.

A late payment fee is applicable, for payments made after the due date of the invoice.

# Linkt Commercial Account Application Form



Welcome to Linkt. Complete your details below to apply for a Commercial account.

**Please note that incomplete forms may delay the opening of your account.**

- New account** Complete sections 2-7
  **Upgrade from Tag or Tagless to Commercial account** Complete sections 1-7
  **Change of Business name or ABN/ACN** Complete sections 1-7

## 1 - Existing account(s) details

Include the signature of the primary contact for each of your existing accounts below. If you require more than one page, please photocopy this form before completing it. Any remaining credits will be transferred to the new account.

**PRE-EXISTING ACCOUNTS NEED TO REMAIN ACTIVE UNTIL YOUR NEW ACCOUNT IS OPEN.**

Account number	PIN	Name of primary contact <small>As the primary contact I authorise the transfer of all nominated vehicles and tags from this account, in addition to the closure of this account.</small>	Job title	Signature
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## 2 - Details for New Account, Company or Individual/Sole Traders details (all fields must be completed)

**All applications will undergo a credit check. We reserve the right to request further financial security if we consider that you pose a credit risk. Failure to provide all required data may delay the processing of your application.**

Australian Private Company (ACN) / Australian Required Body Number (ARBN)\*

Individual/Sole Trader ABN\*  **You must provide an ACN or ARBN of the holding entity if ABN relates to a Trust.**

Company/Individual/Sole Trader/Partnership

Trading name\*  Line of business\*

Please provide details of a minimum of two directors if entity is a partnership.

### 1. Director personal details

Title  First name\*

Surname\*

Date of birth\*

Driver Licence Number\*

### 2. Director personal details

Title  First name\*

Surname\*

Date of birth\*

Driver Licence Number\*

### 3. Director personal details

Title  First name\*

Surname\*

Date of birth\*

Driver Licence Number\*

### Current residential address\*

House/Unit no.\*

Street name\*

City/Suburb\*

State\*  Postcode\*

### Current residential address\*

House/Unit no.\*

Street name\*

City/Suburb\*

State\*  Postcode\*

### Current residential address\*

House/Unit no.\*

Street name\*

City/Suburb\*

State\*  Postcode\*

### 3 - Details of business contact person/s\*

#### Primary contact\*

The primary contact has full access to account maintenance functions. There can only be one primary account contact. Only the primary account contact can close the account.

#### Secondary contact\*

Secondary contact(s) are responsible for the day to day management of the Linkt account. They cannot close the account.

#### Invoice contact\*

The invoice contact receives all invoices. There can only be one invoice account contact. They cannot close the account but they can change the 'invoice to' address. If no invoice contact is nominated, invoice to the primary contact.

Title First name

Surname

Telephone number

Fax number

Mobile number

Email address

Title First name

Surname

Telephone number

Fax number

Mobile number

Email address

Title First name

Surname

Telephone number

Fax number

Mobile number

Email address

Each contact needs to supply a unique 6-8 digit security pin to allow secure telephone access to your Linkt account

Account access number (PIN)

Use my email address (above) as my user name

Choose a different user name

Account access number (PIN)

Use my email address (above) as my user name

Choose a different user name

Account access number (PIN)

Use my email address (above) as my user name

Choose a different user name

Web user name

Web user name

Web user name

Tag delivery address \*

Must be street address

Mailing address\*

City

State

Postcode

Mailing address for tax invoice

Complete only if different from above

Mailing address\*

City

State

Postcode

### 4 - Linkt electronic invoices (MANDATORY)

Monthly e-invoices are provided free of charge. You'll be notified by email and receive three files with trip details in PDF, CSV and RAW formats.

Please note: Any time you request a copy of a detailed invoice to be sent to your nominated postal address, a one-off requested statement fee will be charged to your account.

Email address for electronic invoices

Which date of the month do you wish to have your invoices issued?

## 5 - Existing account(s) detail

Use the table below to list all the details of existing vehicles and any vehicles you wish to add to this account. A tag will be issued for each new vehicle listed on the table. If you require more than one page, please photocopy this form before completing it. If you'd prefer, you can supply this information to us electronically by setting up a spreadsheet in the same format and emailing it to us. Be sure to complete all the relevant details, as incomplete forms may create a delay in the opening of your account. Make, model, tag device number and Fleet ID are not required when adding a motorcycle.

ALL TAGS FROM EXISTING LINKT ACCOUNTS (SEE SECTION 1) WILL BE TRANSFERRED UNLESS RETURNED

Registration number	State	Make	Model	Tag no. (if applicable)	Fleet ID (if optional)

The class of your vehicle, along with the distance you travel, determine the tolls you pay. Vehicle classes on Sydney's toll roads are set out in the relevant concession deed or project deed and are determined based on each vehicle's size, weight and configuration. For more information visit [help.linkt.com.au/sydney/article/sydney/using-toll-roads/toll-roads/what-is-my-vehicle-class](http://help.linkt.com.au/sydney/article/sydney/using-toll-roads/toll-roads/what-is-my-vehicle-class)

The vehicle classes are:

- Car (Class A/Class 2) – Vehicles less than 2.8 m in height and 12.5 m in length. Vehicle length measurement will include any trailer
- Heavy commercial vehicle (Class B/Class 4)
- All other vehicles (also referred to as HCV)

The Eastern Distributor and M5 South-West Motorway currently divide vehicles into classes 2 and 4:

- Class 2 (Car/ Class A) – A motor vehicle under 2.8m in height with two or less axles, or a motor vehicle under 2.0m in height with three or less axles. The axle count and height measurement will include any trailer.
- Class 4 (Heavy commercial vehicle/ Class B) – All other vehicles (also referred to as HCV)

## 6 - Existing account(s) detail

How would you prefer to pay your Linkt invoices?  Direct debit from bank account (please fill in the Direct Debit Request attached)  Automatic charge to credit card (for privacy reasons call 13 33 31 with credit card details). A credit card surcharge fee may be applied.  Manual payment

## 7 - Customer Service Agreement

I authorise the new account to be opened in the name of the Company or Individual/Sole Traders name advised in section 2 and accept the Commercial Account Customer Service Agreement (available at [linkt.com.au](http://linkt.com.au)). I request payment via the method indicated above and am authorised to sign for the transfer of funds.

Company Director to sign\*\*

Title\* First name Surname Job title

Signature  Date  /  /

We may occasionally wish to advise you of special offers by way of direct marketing. We do not allow others to use your details for marketing purposes. If you do not want us to contact you directly for such offers, please tick the box.

BOTH PARTNERS NEED TO SIGN IF ENTITY IS A PARTNERSHIP

Signature  Date  /  /

\*Mandatory field

\*\*CEO/CFO/Financial Controller can sign this section if Company Director is unavailable.

Once you have completed this form in full, please email it to use at [commercialsyd@linkt.com.au](mailto:commercialsyd@linkt.com.au) or post it to **Linkt, Locked Bag 5072, PARRAMATTA NSW 2124.**

If you would like more information, you can visit [linkt.com.au](http://linkt.com.au), email us at [commercialsyd@linkt.com.au](mailto:commercialsyd@linkt.com.au) or call 13 33 31.

For operating hours, please visit our website.

Linkt and Linkt Sydney are trade marks of Transurban Limited used under licence by Tollaust Pty Ltd ABN 37 050 538 693.

# Direct Debit Request



Request for debiting amounts from your bank account and crediting them to your Linkt account via the direct debit system. Please fill in all fields for prompt processing.

Linkt account number

## Contact details of bank account holder

Title	First name	Surname	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Telephone	Telephone (Work)	Mobile	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Mailing address	City	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>		

## Details of account to be debited

Name of financial institution

Account name

Address of Financial Institution

BSB number  Bank account number

Please note that opening payments cannot be deducted from your bank account.

## Nominate a credit or debit card

You may nominate a credit card account as your monthly payment method and we accept MasterCard Credit and Visa Credit, MasterCard Debit and Visa Debit, American Express, Diners Club cards. The card holder must be added as an account contact.

Please note a Payment Card Surcharge will apply.

For privacy reasons, please call 13 33 31 with credit card details.

## Authorisation

Surname of customer(s)	Given name(s)
I/we <input type="text"/>	<input type="text"/>
Of company name (if applicable)	ABN
<input type="text"/>	<input type="text"/>

authorise Tollaust Pty Limited (Debit User Identification Number 408856) to arrange for any amount Tollaust Pty Limited has deemed payable to be debited from my/our account at the financial institution identified above through the Bulk Electronic Clearing System (BECS).

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

Customer Signature	Date	Customer Signature	Date
<input type="text"/>	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>

If joint account, all signatures are required.

Once you have completed this form in full, mail it to **Linkt Customer Service, Locked Bag 5072 Parramatta NSW 2124** or scan and email to **commercialsyd@linkt.com.au**

For operating hours please visit our website.

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## Direct Debit Request Service Agreement

- This service is provided by Tollaust Pty Ltd ABN 37 050 538 693 under the brand, Linkt. Linkt and Linkt Sydney are trade marks of Transurban Limited used under licence by Tollaust Pty Ltd ABN 37 050 538 693.
- This Agreement sets out the terms and conditions to which you have authorised us, Tollaust Pty Ltd, to automatically deduct amounts payable to your Linkt account from your 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 while using eligible toll roads.
- Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all financial institution accounts. If you are unsure whether direct debiting is available on your nominated account, please check with your financial institution. You should also check your nominated account details you have provided against a recent statement from your financial institution. If you have any queries about how to complete the DDR you should check with your financial institution before completing the DDR.
- We can amend this Agreement at any time after giving you a minimum of 14 days' notice.
- You can cancel, vary, defer or suspend the DDR, or stop an individual debit payment from taking place under this Agreement by contacting us at Locked Bag 5072 Parramatta NSW 2124 or by facsimile to (02) 9869 4519. 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.
- If a payment due date falls on a weekend or a NSW or national public holiday, the debit will be processed on the next business day. If you are unsure when a debit will be processed to your nominated account please ask your financial institution.
- You must ensure that you have sufficient cleared funds available in your nominated account on the due date to cover the debit payment under the DDR. If sufficient cleared funds are not available you must arrange an alternative payment method and contact us by telephone 13 33 31 or facsimile +61 2 9869 4519. If there is insufficient cleared funds in your nominated account to cover the debit payment under the DDR:
  - you may be charged a fee and/or interest by your financial institution; and
  - you may also incur fees or charges imposed or incurred by us.
- If Tollaust Pty Ltd incurs any financial institution fees or charges as a result of a dishonoured direct debit, these may be passed on to you as a charge to your Linkt account.
- If you believe a direct debit has been made incorrectly you should notify us directly by telephone 13 33 31 or facsimile +61 2 9869 4519 and confirm that notice in writing as soon as possible so we can resolve your query more quickly. We will attempt to resolve the issue immediately or agree on a time to get back to you. If you are not happy with our response we will advise you of further options available to you. 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. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.
- 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.

## Collection Statement

Tollaust Pty Limited (ABN: 37 050 538 693) 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 open an account for you to use the Hills M2, Lane Cove Tunnel, Eastern Distributor and other eligible toll roads in Australia.

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 Principles. 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 privacy policy and credit reporting policy are available on our website at [www.linkt.com.au](http://www.linkt.com.au), or you can ask one of our customer service representatives to send you a copy of either policy by mail.