

# QMS-FOR-65

## DIRECT DEBIT AUTHORITY



**INSTRUCTIONS:** (Please **PRINT** all information clearly)

- Complete **ALL** sections
- Return this form attention to **Accounts Receivable** via one of the following methods:
  - Deliver to Reception - Administration Building, Level 1, 55 Produce Drive Epping, Vic 3076
  - Email to [accounts@melbournemarket.com.au](mailto:accounts@melbournemarket.com.au)
  - Mail to Melbourne Market Authority - Box 1, 55 Produce Drive Epping, Vic 3076

1. PAYER DETAILS	
Payer name (Name of business):	MMA Customer No:
Contact Name (if different from Payer):	
Phone number:	Email:
2. PAYMENT PLAN	
Start Date:	End Date:
Deducted Amount: \$	Frequency: <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly
3. PAYMENT METHOD	
Bank Account (savings or cheque account)	
Name of Financial Institution:	Financial Institution Branch:
BSB Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Account number: <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"/>	
Name of Account (as it appears on Bank Account Statement):	
4. AUTHORISATION	
<p>I hereby request and authorise the Melbourne Market Authority (APCA User ID Number 060344) to arrange, through its own financial institution for any amount due by me to the MMA to be debited/charged (whether through the Bulk Electronic Clearing System or otherwise) from the bank account I have nominated. I have read and understood the terms of this Direct Debit Service Agreement.</p>	
Account Holder's Signature	Print name
Date: / /	
<p><b>Privacy Statement:</b> MMA is committed to protecting the privacy of your personal information. We need to collect and handle your personal information in order to be able to process your application. All the information you give us will be handled in accordance with the Privacy and Data Protection Act 2014. You can gain access to the personal information we hold about you and request that it be corrected if necessary. For further information about privacy contact <a href="mailto:privacy@melbournemarket.com.au">privacy@melbournemarket.com.au</a></p>	

## 5. AUTOMATIC AND DIRECT DEBIT SERVICE AGREEMENT

### 1. Definitions

**Account** means the account at your financial institution from which the MMA is authorised to arrange for funds to be debited. **Agreement** means this Automatic and Direct Debit Service Agreement between you and the MMA. **Direct debit request** means your authority for the MMA to pay invoices/amounts payable to the MMA by direct debit from your account. **Debit day** means the day that payment by you to the MMA is due. **Debit payment** means a particular transaction where a debit is made or due.

**MMA** means the Melbourne Market Authority ABN 56 160 141 887. **You** means the business or individual specified in the Payer details and/or the Account Holder who has signed this agreement. **Your financial institution** is the financial institution where you hold the account that you have authorised the MMA to arrange to debit.

### 2. Debiting your account

By agreeing to pay the MMA by direct debit, you have authorised the MMA to arrange for funds to be debited from your account of amounts which fall due for payment by you to the MMA. If the debit day is a non-working day or public holiday, the payment will be processed by the MMA on the next working day.

### 3. Changed by us

The MMA may cancel or vary any details of this agreement at any time by giving you at least 14 days' written notice.

### 4. Changes by you

4.1 Subject to 4.1 and 4.2, you may change the arrangements under a direct debit request by contacting MMA Accounts Receivable on 03 9258 6100

4.2 If you wish to stop or defer a direct debit payment you must notify the MMA in writing at least 7 days before the next debit day.

4.3 You may also cancel your authority for the MMA to debit your account at any time by giving the MMA 7 days' notice in writing before the next debit day.

### 5. Your obligations

5.1 It is your responsibility to ensure that there are sufficient clear funds or credit limit available in your account to allow a debit payment to be made in accordance with the direct debit request.

5.2 If there are insufficient clear funds or credit limit available in your account to meet a debit payment or for any other reason a debit payment is not made when it is due:

(a) you may be charged a fee (such as an overdrawn or dishonour fee) and/or interest by your financial institution;

(b) you may incur fees or charges imposed or incurred by the MMA; and

(c) you must arrange for the direct debit payment to be made by another payment method or arrange for sufficient clear funds or credit limit to be in your account by an agreed time so that the MMA can process the debit payment.

5.3 You should check your statement to verify that the amounts debited from your account are correct.

5.4 If the MMA is liable to pay goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay the MMA on demand an amount equal to the consideration payable for the supply multiplied at the prevailing GST rate.

5.5 The authorisation given to draw on the nominated account must be identical to the account signing instruction where the account is based.

5.6 You must advise the MMA if the account nominated by you is transferred, closed or expired.

### 6. Dispute

6.1 If you believe that there has been an error in debiting your account you should notify the MMA Accounts Receivable on 03 9258 6100 and confirm that notice in writing as soon as possible so that the MMA can investigate further.

6.2 If the MMA concludes as a result of its investigations that your account has been incorrectly debited the MMA will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. The MMA will also notify you in writing of the amount that has been adjusted.

6.3 If the MMA concludes as a result of its investigations that your account has not been incorrectly debited, the MMA will respond to your query by providing you with reasons and any evidence of this finding.

### 7. Accounts You should check:

(a) With your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions; and

(b) That the account details you have given us are correct against by checking them against a recent account statement.

### 8. Confidentiality

8.1 The MMA will keep any information (including your account details) in your direct debit request confidential and will make reasonable efforts to keep any information that it has about you secure and to ensure that any of the MMA's employees or agents who have access to the information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

8.2 The MMA will only disclose information from this agreement about you:

(a) to the extent specifically required by law;

(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

### 9. Notice

9.1 If you wish to notify us in writing about anything in this agreement you should write to Melbourne Market Authority, Attn: Chief Financial Officer Box 1, 55 Produce Drive Epping, Vic 3076.

9.2 The MMA will notify you by sending a notice in the ordinary post to the address you have given in this direct debit request.

Any notice will be deemed to have been received on the fourth business day after posting.

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