



Direct Debit Request

Sensis Pty Ltd
ABN 30 007 423



Head Office: 222 Lonsdale Street Melbourne 3000 Billing Enquiries : 132378

Date

Insert name and address
of Financial Institution
where account is held

Insert your
name in full

I/We _____
(Surname or Company/Business name) (Given names or ABN/ARBN)

request **SENSIS PTY LTD** (Sensis) (User ID Number 016789), to debit my/our account, details provided below (Account), the amounts outlined in my/our advertising contract(s) with Sensis and agree to be bound by the Direct Debit Request Service Agreement (DDRSA) below through the Bulk Electronic Clearing System.

I/We agree that Sensis will direct debit the Account through the Bulk Electronic Clearing System monthly, the amounts outlined in my/our advertising contract(s) with Sensis within two business days from this date.

I/We certify that the Customer Signature(s) below is the signature(s) of all authorised signatories needed to authorise Sensis to draw on the Account through the Bulk Electronic Clearing System and agree to be bound by the terms of this Direct Debit Request and the DDRSA set out below.

Customer
Signature(s)

(Second Signature if required)

Customer's
Address

Should you have any queries regarding this form please telephone our Customer Service Department on **1800 331 183**

Insert details of
account which is
to be debited

Name of Account

BSB Number

Account Number

Note: Direct Debit is not available on the full range of accounts. If in doubt please refer to your Financial Institution.

DIRECT DEBIT REQUEST SERVICE AGREEMENT

Sensis Pty Ltd irrevocably agrees that this request will only be used in connection with amounts in respect of advertising in the Classified Telephone directory (Yellow Pages® Directory) or associated products/services as specified in your advertising contract(s) with Sensis. You must confirm your account details by checking a recent statement from your financial institution.

Sensis shall provide 14 days notice to you in writing if the terms of this agreement are to change.

Please telephone our Customer Services department on **1800 331 183** should you wish to:

- Defer a drawing
- Alter a drawing amount
- Suspend the Direct Debit Request agreement
- Cancel the Direct Debit Request agreement
- Notify us of a change to your bank account details
- Stop an individual drawing

Please note Sensis requires three (3) business days notice to action your request.

If you dispute any drawing amount or the reason for the drawing you must first contact Sensis on **1800 331 183**

Sensis undertakes to address your query within seven (7) business days.

If your query is not addressed within this period the disputed amount will be refunded until the matter has been resolved.

If the due date of the drawing falls on a public holiday or on a non business day, Sensis will direct debit your bank account within two (2) business days of the drawing date. If you are uncertain when the debit will be processed to your account you should contact your financial institution directly.

Should a dishonour occur as a result of any drawing under this request, a further attempt by us to draw may be made within five business days or by mutual agreement by telephone. An administration fee may be applied.

Please note the direct debit process requires Sensis to maintain your nominated BSB and account number on our data base.

Sensis is committed to the protection of your personal details and any further information provided to Sensis will remain confidential subject to any applicable law. You consent to Sensis using or releasing your account information to investigate with your and Sensis' financial institutions any possible incorrect debits.

It is your responsibility to ensure that your financial institution account can accept Direct Debit drawings, and sufficient funds are in your account to cover the Direct Debit at the time of drawing.

Name and Address of Customer

Telephone Number

Customer Reference Number

Please fax completed
form to Telstra Credit
03 9602 1752