



# Request to amend account details on your merchant facility

Please complete this form if you would like to amend details for debit and/or credit accounts using the direct debit and/or credit system.

**Note:** If the change is due to a change in ownership, a new merchant facility must be established. Please phone Merchant Business Solutions sales on 1800 029 749.

Westpac Merchant ID

## Section 1 - Your merchant details.

Full/Legal Entity name

Trading address

<input type="text"/>		
	State	Postcode

ABN/ACN (if applicable)

Contact name

Contact phone number

Contact email address

## Section 2 - Direct Debit request and Authority to debit.

I/We authorise and request Westpac Banking Corporation (the User) to:

- debit amounts payable by me to Westpac, or
- credit amounts payable to me by Westpac,

under the agreement relating to my/our merchant facility for fees, chargebacks, corrections and settlements. This debit or credit charge will be arranged by Westpac Banking Corporation through the following debit user numbers: 1556, 1557, 21712, 31338 and will be made through the Bulk Electronic Clearing System Framework (BECS) from your nominated account(s) and subject to the terms and conditions of the Direct Debit Request Service Agreement.

### Amount of debit.

Any amount Westpac Banking Corporation has deemed payable by you.

### Account(s) type.

Which account(s) would you like to amend:

- Billing account
- Settlement account
- Chargeback account

### Note:

- If you tick multiple options and do not supply separate account details the provided details will be used across all account(s) selections.
- If any accounts are non-Westpac accounts, please provide a recent statement or proof of account from your financial institution.
- The account you nominate for chargebacks or billings must not be an account in which you are required to hold or deposit money on behalf of an individual or business to fulfil your legal obligations, including but not limited to an account for controlled money, trust money, a project trust, a retention trust, or a security deposit.

## Section 2 – Direct Debit request and Authority to debit (continued).

### Billing account.

Name and address of financial institution at which your account is held


Name of account to be debited or credited (as the case may be)


BSB number

Account number

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## Section 3 – Settlement transactions.

**Please complete this section only if you would like Westpac to credit or debit amounts to settle transactions processed as part of the merchant facility to a different account specified in Section 2.**

I/We instruct Westpac Banking Corporation to credit or debit the account described below with amounts to settle transaction processed as part of the merchant facility.

### Settlement account.

**Please note: In some instances it is a Westpac requirement of the merchant facility that the account for settlement is a Westpac account. Should your facility fall into this category, a request to change to a non-Westpac account will be declined.**

Name and address of financial institution at which your account is held


Name of account to be debited or credited (as the case may be)


BSB number

Account number

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## Section 4 – Chargeback account.

**Please complete this section only if you would like Westpac to debit chargebacks processed as part of the merchant facility to a different account specified in Section 2.**

I/We instruct Westpac Banking Corporation to debit the account described below with any chargeback amounts processed as part of the merchant facility.

### Chargeback account.

Name and address of financial institution at which your account is held


### Section 4 – Chargeback account (continued).

Name of account to be debited or credited (as the case may be)

BSB number

Account number



### Section 5 – Direct Debit Request Service Agreement.

This is your *Direct Debit Request Service Agreement* with Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 through the following debit user numbers: 1556, 1557, 21712, 31338. It explains what your obligations are when undertaking a Direct Debit arrangement with *us*. It also details what our obligations are to *you* as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your *Direct Debit Request* (DDR).

<b>Definitions</b>	<p><b>account</b> means the <i>account</i> held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p><b>agreement</b> means this <i>Direct Debit Request Service Agreement</i> between <i>you</i> and <i>us</i>.</p> <p><b>banking day</b> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><b>debit day</b> means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p><b>debit payment</b> means a particular transaction where a debit is made.</p> <p><b>Direct Debit Request</b> means the written, verbal or online request between <i>us</i> and <i>you</i> to debit funds from your <i>account</i>.</p> <p><b>us or we</b> means Westpac Banking Corporation (the Debit User) whom <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p><b>you</b> means the customer who has authorised the <i>Direct Debit Request</i>.</p> <p><b>your financial institution</b> means the financial institution at which you hold the <i>account</i> you have authorised <i>us</i> to debit.</p>
<b>1. Debiting your account</b>	<p>1.1 By submitting a <i>Direct Debit Request</i>, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from your <i>account</i>. The <i>Direct Debit Request</i> and this <i>agreement</i> set out the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 We will only arrange for funds to be debited from your <i>account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, we may direct <i>your financial institution</i> to debit your <i>account</i> on the following <i>banking day</i>. If you are unsure about which day your <i>account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p>
<b>2. Amendments by us</b>	<p>2.1 We may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving <i>you</i> at least 30 days' written notice sent to the preferred email or address <i>you</i> have given <i>us</i> in the <i>Direct Debit Request</i>.</p>
<b>3. How to cancel or change direct debits</b>	<p>3.1 <i>You</i> can:</p> <p>(a) cancel or suspend the <i>Direct Debit Request</i>, or</p> <p>(b) change, stop or defer an individual <i>debit payment</i>,</p> <p>at any time by giving at least 7 <i>banking days</i>' notice.</p> <p>To do so, contact <i>us</i> at <b>Merchant Business Solutions, GPO Box 18, Sydney NSW 2001</b> or by calling 1800 029 749, available 24/7.</p>

<b>Section 5 – Direct Debit Request Service Agreement (continued).</b>	
<b>4. Your obligations</b>	<p>4.1 It is your responsibility to ensure that there are sufficient cleared funds available in your <i>account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>, and notify us as soon as possible if you need to change your <i>account</i>.</p> <p>4.2 If there are insufficient clear funds in your <i>account</i> to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"> <li>(a) you may be charged a fee and/or interest by your <i>financial institution</i>; and</li> <li>(b) you must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in your <i>account</i> by an agreed time so that we can process the <i>debit payment</i>.</li> </ul> <p>4.3 You should check your <i>account</i> statement to verify that the amounts debited from your <i>account</i> are correct.</p> <p>4.4 We reserve the right to cancel the direct debit arrangements if three consecutive <i>debit payments</i> are dishonoured by your <i>financial institution</i>, and to arrange with you an alternative payment method.</p>
<b>5. Dispute</b>	<p>5.1 If you believe that there has been an error in debiting your <i>account</i>, you should notify us directly by calling 1800 029 749, available 24/7. Alternatively, you can contact your <i>financial institution</i> for assistance.</p> <p>5.2 If we conclude as a result of our investigations that your <i>account</i> has been incorrectly debited we will respond to your query by arranging within a reasonable period for your <i>financial institution</i> to adjust your <i>account</i> (including interest and charges) accordingly. We will also notify you in writing of the amount by which your <i>account</i> has been adjusted.</p> <p>5.3 If we conclude as a result of our investigations that your <i>account</i> has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.</p> <p>5.4 If you have a complaint, please contact us on 13 20 32.</p>
<b>6. Accounts</b>	<p>6.1 You should:</p> <ul style="list-style-type: none"> <li>(a) check with your <i>financial institution</i> whether direct debiting is available from your <i>account</i> as direct debiting is not available on all <i>accounts</i> offered by financial institutions;</li> <li>(b) check your <i>account</i> details which you have provided to us are correct by checking them against a recent <i>account</i> statement; and</li> <li>(c) check with your <i>financial institution</i> before completing the <i>Direct Debit Request</i> if you have any queries about how to complete the <i>Direct Debit Request</i>.</li> </ul>
<b>7. Confidentiality</b>	<p>7.1 We will keep any information (including your <i>account</i> details) in your <i>Direct Debit Request</i> confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that we have about you:</p> <ul style="list-style-type: none"> <li>(a) to the extent specifically required by law; or</li> <li>(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</li> </ul>
<b>8. Contacting each other</b>	<p>8.1 If you wish to notify us in writing about anything relating to this <i>agreement</i>, you should write to: <b>Merchant Business Solutions, GPO Box 18, Sydney NSW 2001</b> or call us on 1800 029 749, available 24/7.</p> <p>8.2 We will notify you by sending a notice to the preferred address or email you have given us in the <i>Direct Debit Request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the second <i>banking day</i> after sending.</p>

## Section 6 – Privacy Statement.

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at [westpac.com.au/privacy/privacy-statement/](http://westpac.com.au/privacy/privacy-statement/) or by calling us on 132 032. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application or request.

## Section 7 – Your Authorisation.

I/We confirm that we are the authorised signatories of the above account.

If signed on behalf of a Company, this form is to be signed by two (2) Directors or by one (1) Director and the Company Secretary. If signed on behalf of all other types of organisations, the authorised representatives of the organisation must sign.

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you confirm that:

- you are authorised to operate the nominated account; and
- you have understood and agreed to the terms and conditions set out in this Direct Debit Request and in your Direct Debit Request Service Agreement.

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

Please sign this form and email to [merchantdocuments@westpac.com.au](mailto:merchantdocuments@westpac.com.au)

**OR**

Mail to: **Merchant Business Solutions, GPO Box 18, Sydney NSW 2001**

### Accessibility support.

You can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register here: [accesshub.gov.au/about-the-nrs](http://accesshub.gov.au/about-the-nrs)

Visit [westpac.com.au/web-accessibility](http://westpac.com.au/web-accessibility) for further information on our accessible products and services for people with disability.