



Merchant application form – Institutional customers only

Before completing this form, please refer to Section 12 'Declaration'.

Please select a reason for this facility from the following:

- ☐ New merchant – currently does not have a merchant facility **(with Westpac or any other provider)** and now requires one for the business.
- ☐ Change of Ownership – has taken over ownership of a business which has a current merchant facility with Westpac.
- ☐ Transfer from another Bank – has a merchant facility with another Bank and would now like to transfer to Westpac.
- ☐ Additional Outlet – has opened up another store/franchise and requires a merchant facility for the new outlet, or is establishing a different merchant solution requiring a new merchant ID.
- ☐ Debit Card Only – requires the ability to accept Debits Cards only for the business **(We do not accept Credit Cards)**. A new merchant ID will be created.
- ☐ *Additional Terminal – requires an additional terminal (same as existing terminal) for our current store/franchise.
- ☐ *Additional Product – requires an additional terminal (different terminal type) for our current store/franchise. A new merchant ID will be created.
- ☐ *Change of terminal with 'pick-up' – a current Westpac Group-owned terminal is being swapped over to another Westpac Group-owned terminal type. A new merchant ID will be created.
- ☐ *Change of terminal with 'no pick-up' – a current non Westpac Group-owned terminal is being swapped over to a Westpac Group-owned terminal. A new merchant ID will be created.

Current Merchant ID (Required for Existing Customers only)

Current Terminal ID (Required for Existing Customers only)

* If you have selected this reason, you are only required to complete Sections 1, 5, 6 and 12 and this form can be signed by two authorised signatories.

Section 1 – Merchant Details

Trading Name (max 21 characters)

Legal Entity Name

ABN/ACN

Section 2 – Address Details

Trading Address (eg. for an EFTPOS terminal – where the terminal is located)

Street		
Suburb	State	Postcode

Mailing Name

Mailing Address (if different to trading address)

Street		
Suburb	State	Postcode

Telephone

Email

Business URL (for online facility requests only)

Section 3 – Contact Details

First Contact

Title (e.g. Mr, Mrs)	Given Name(s)	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>
Position/Title	Telephone	
<input type="text"/>	<input type="text" value="()"/>	
Email		
<input type="text"/>		

Second Contact (please complete if required)

Title (e.g. Mr, Mrs)	Given Name(s)	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>
Position/Title	Telephone	
<input type="text"/>	<input type="text" value="()"/>	
Email		
<input type="text"/>		

Section 4 – Account Details

Account Details – for settlements, billing and processing chargebacks

Direct Debit Request

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.

Financial Institution Name	Settlement Account Name	BSB	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Financial Institution Name	*Billing Account Name	BSB	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Financial Institution Name	*Chargeback Account Name	BSB	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*Please complete if different to settlement account.

For any Presto products, a Westpac business transaction account must be nominated as the settlement account.

If account(s) is a non-Westpac account(s), please provide a recent statement or proof of account from your Financial Institution.

Section 5 – Facility Details (Please complete Section A or B)

A. Card Present Facilities

Do you require this terminal(s) for a short period? (up to 3 months only) e.g. for peak Christmas trading, ski season, Easter etc.

☐ Yes ☐ No

If additional terminals are required at another location to that listed in Section 2, please complete a separate Merchant Application form.

Standalone	Quantity Required
<input type="checkbox"/> EFTPOS Now <input type="checkbox"/> EFTPOS 1	
Integrated	Quantity Required
<input type="checkbox"/> EFTPOS Connect POS Vendor <input type="checkbox"/> EFTPOS Now with Presto POS Vendor <input type="checkbox"/> Linkly On-Premise <input type="checkbox"/> Linkly Cloud <input type="checkbox"/> Counter Stand for EFTPOS Connect	
EFTPOS Flex <input type="checkbox"/> EFTPOS Flex for self-checkouts and kiosks POS Vendor <input type="checkbox"/> EFTPOS Flex for integrated POS POS Vendor <input type="checkbox"/> Counter Stand for EFTPOS Flex	
Quest Merchant Owned <input type="checkbox"/> Quest QT720/QT850^ POS Vendor <input type="checkbox"/> Quest Airpay	
<input type="checkbox"/> Presto VX690 POS Vendor	
<input type="checkbox"/> Presto e355 POS Vendor	
Unattended	Quantity Required
<input type="checkbox"/> Unattended <input type="checkbox"/> ADVAM unattended via Verifone POINT gateway <input type="checkbox"/> DUNCAN Solutions <input type="checkbox"/> Windcave <input type="checkbox"/> Quest UT430 <input type="checkbox"/> Unattended Donation Solutions <input type="checkbox"/> Quest Donation Point Kiosk <input type="checkbox"/> Quest Donation Point Tap	

^Please note that the merchant is responsible for all costs that may apply, or are associated with the loading of Westpac software where the terminal is owned by the merchant. Please refer to your Terminal Vendor for further information.

Section 5 – Facility Details (Please complete Section A or B) (continued)

Installation Details: Must be completed for EFTPOS Connect and Presto products only

Westpac Installation Required
☐ No ➤ continue to 'Delivery Only' section ☐ Yes ➤ Equipment will be installed by a technician

IT contact for installation – please note that this terminal request cannot progress without your IT contact details.
The merchant is responsible for ensuring IT contact is available for installation.

Name	Contact Number
<input type="text"/>	() <input type="text"/>

Delivery Only

All terminals will be delivered to the site trading address unless an alternative address is specified. The merchant is responsible for coordinating the installation of the terminals.

Alternative Delivery Address (if applicable)

Street		
Suburb	State	Postcode

Other	Quantity Required
<input type="checkbox"/> EFTPOS Multi-Merchant Primary	
<input type="checkbox"/> EFTPOS Multi-Merchant Subsequent	

Additional Functionality – tick if required

- | | | |
|---|--|---|
| <input type="checkbox"/> Cash-out (excludes EFTPOS Flex for self-checkouts and kiosks) | <input type="checkbox"/> Pre-Authorisation (excludes EFTPOS Flex) | <input type="checkbox"/> Void (excludes EFTPOS 1, EFTPOS Now, EFTPOS Flex and Presto) |
| <input type="checkbox"/> Purchase with Tip (excludes EFTPOS Flex for self-checkouts and kiosks) | <input type="checkbox"/> Refund (excludes EFTPOS Flex for self-checkouts and kiosks) | <input type="checkbox"/> Surcharge (excludes EFTPOS Connect) |

Communications type – please select the type of communication this facility will be connected to
☐ IP/Broadband/Wi-Fi ☐ 3G/4G (4G not available for EFTPOS Flex)
B. Card Not Present Facilities (online)☐ PayWay☐ Quickstream☐ Third Party Internet Gateway ➤ Name of Gateway **Section 6 – Business Details****1. Type of Business** – include a description of goods/services sold eg. Women's fashion**2. Store/Location ID** – this will enable you to easily distinguish each EFTPOS store's daily settlement and assist you with bank reconciliation.

<input type="checkbox"/> Yes (excludes EFTPOS Flex for self-checkouts and kiosks) ➤ please provide	Store ID <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (numeric)	Location ID <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (numeric)	No ➤ Go to question 3
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3. Add to Chain/HQ – link this new facility to an existing Chain or HQ number (this information can be found on your merchant statement)
☐ Yes ➤ please provide relevant Chain/HQ number below if known ☐ If unknown ➤ Go to question 4
Chain number: 9000 HQ number: 8000

Section 6 – Business Details (continued)

4. Is MOTO (Mail Order/Telephone Order) required?

☐ Yes ► continue ☐ No ► Go to question 6

5. What percentage of sales will be MOTO?

%

6. Special Instructions – please note any special instructions such as preferred delivery date, special delivery instructions etc.

☐ No ► go to section 7

Section 7 – Additional Details

1. What is your anticipated total yearly credit/debit card turnover for this facility?

2. What is your anticipated average credit card ticket size?

3. Existing Charge Card IDs – if you have an existing ID with any of the below parties please provide it. If you require a new charge card ID please contact the relevant scheme.

☐ No ► go to section 8

American Express/JCB ID

Diners Club ID

Section 8 – Prepayment Details

1. Will this facility be used for your business/organisation to take prepayment or partial payment prior to delivery of goods and services (including deposits, subscriptions and memberships)?

☐ Yes ► continue ☐ No ► go to section 9

2. What percentage of credit card sales are prepaid?

%

3. What is the average time between receipt of payment and delivery of goods/services

days

Section 9 – Privacy Statement and Consent Request

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 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.

Marketing Communications.

We will use your personal information to send you offers for products and services we believe may be of interest and value to you (including by email, SMS or other means) unless you have previously told us that you do not want to receive marketing offers from us. The products and services offered may be provided by us or one of our third-party partners. If you do not want to receive direct marketing offers from us, you can manage your marketing preferences in your online banking profile, let us know using the contact details in our Privacy Statement westpac.com.au/privacy/privacy-statement/ or follow the opt-out instructions in the message.

Section 10 – Other Acknowledgements and Consents

We may confirm the details of the information provided in this application, which may include contacting you or your accountant.

Definitions.

‘We’, ‘our’, ‘us’ means Westpac Banking Corporation ABN 33 007 457 141.

‘Westpac Group’ means Westpac Banking Corporation and its related bodies corporate.

Section 11 – Direct Debit Request Service Agreement

This is your *Direct Debit 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).

Definitions	<p>account means the <i>account</i> held at <i>your financial institution</i> from which <i>we</i> are authorised to arrange for funds to be debited.</p> <p>agreement means this <i>Direct Debit Request Service Agreement</i> between <i>you</i> and <i>us</i>.</p> <p>banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p>debit payment means a particular transaction where a debit is made.</p> <p>Direct Debit Request 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>us or we means Westpac Banking Corporation (the Debit User) whom <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p>you means the customer who has authorised the <i>Direct Debit Request</i>.</p> <p>your financial institution means the financial institution at which you hold the <i>account</i> you have authorised <i>us</i> to debit.</p>
1. Debiting your account	<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 you should ask <i>your financial institution</i>.</p>
2. Amendments by us	<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>
3. How to cancel or change direct debits	<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 Merchant Business Solutions, GPO Box 18, Sydney NSW 2001 or by calling 1800 029 749, available 24/7.</p>

Section 11 – Direct Debit Request Service Agreement (continued)

<p>4. Your obligations</p>	<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 <i>us</i> as soon as possible if <i>you</i> 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"> (a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>; and (b) <i>you</i> 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>. <p>4.3 <i>You</i> should check your <i>account</i> statement to verify that the amounts debited from your <i>account</i> are correct.</p> <p>4.4 <i>We</i> reserve the right to cancel the direct debit arrangements if three consecutive <i>debit payments</i> are dishonoured by <i>your financial institution</i>, and to arrange with <i>you</i> an alternative payment method.</p>
<p>5. Dispute</p>	<p>5.1 If <i>you</i> believe that there has been an error in debiting your <i>account</i>, <i>you</i> should notify <i>us</i> directly by calling 1800 029 749, available 24/7. Alternatively, <i>you</i> can contact <i>your financial institution</i> for assistance.</p> <p>5.2 If <i>we</i> conclude as a result of our investigations that your <i>account</i> has been incorrectly debited <i>we</i> will respond to your query by arranging within a reasonable period for <i>your financial institution</i> to adjust your <i>account</i> (including interest and charges) accordingly. <i>We</i> will also notify <i>you</i> in writing of the amount by which your <i>account</i> has been adjusted.</p> <p>5.3 If <i>we</i> conclude as a result of our investigations that your <i>account</i> has not been incorrectly debited <i>we</i> will respond to your query by providing <i>you</i> with reasons and any evidence for this finding in writing.</p> <p>5.4 If <i>you</i> have a complaint, please contact <i>us</i> on 13 20 32.</p>
<p>6. Accounts</p>	<p>6.1 <i>You</i> should:</p> <ul style="list-style-type: none"> (a) check with <i>your 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; (b) check your <i>account</i> details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and (c) check with <i>your financial institution</i> before completing the <i>Direct Debit Request</i> if <i>you</i> have any queries about how to complete the <i>Direct Debit Request</i>.
<p>7. Confidentiality</p>	<p>7.1 <i>We</i> will keep any information (including your <i>account</i> details) in your <i>Direct Debit Request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of our employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 <i>We</i> will only disclose information that <i>we</i> have about <i>you</i>:</p> <ul style="list-style-type: none"> (a) to the extent specifically required by law; or (b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).
<p>8. Contacting each other</p>	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to: Merchant Business Solutions, GPO Box 18, Sydney NSW 2001 or call <i>us</i> on 1800 029 749, available 24/7.</p> <p>8.2 <i>We</i> will notify <i>you</i> by sending a notice to the preferred address or email <i>you</i> have given <i>us</i> 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 12 – Declaration

- I acknowledge, if applicable, that by signing this declaration, I represent and warrant to you that I am authorised by the company or organisation named under 'Merchant Details' above **(the Applicant)** to do so.
- I understand that Westpac may require me or, the Applicant to provide specific documentation in order to assess this application and that the information in this application is true and correct and I authorise Westpac to verify the information.
- I acknowledge that, if I or the Applicant is advised of approval, I or the Applicant will be sent a copy of the Merchant Terms and Conditions, and that the Applicant will become legally bound by the Merchant Terms and Conditions by commencing to process transactions through the facility or as set out in the Merchant Terms and Conditions. A copy of the Merchant Terms and Conditions is available at westpac.com.au/merchant-terms
- The Applicant agrees that Westpac can debit/credit the nominated accounts in this application with fees and charges which will be confirmed to the Applicant and me.
- The person(s) signing this application, acknowledge having heard or viewed Westpac's Privacy Statement referred to in Section 9.

Signature Section:

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. In all cases, other than a company, evidence of authority to sign on behalf of the organisation must be provided to Westpac, if not already held.

Signed for and on behalf of (insert name of the Applicant, the company or organisation named under 'Merchant Details' in Section 1)

Name in full

Signature

Date

Official Designation (e.g. Director, Company Secretary or equivalent)

Name in full

Signature

Date

Official Designation (e.g. Director, Company Secretary or equivalent)

Accessibility support.

At any time, 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 by visiting accesshub.gov.au/about-the-nrs

Visit westpac.com.au/web-accessibility for further information on our accessible products and services for people with disability.