

Merchant – Request to Amend Account Details

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 option1.

Westpac Merchant ID

Section 1 – Merchant Details

Trading name

Trading address

<input type="text"/>	
<small>State</small>	<small>Postcode</small>

Contact name

Contact phone number

Section 2 – Direct Debit Request

I/We authorise and request Westpac Banking Corporation (the User), to debit or credit (as the case may be) the account described below with amounts payable by or to me/us to or by Westpac Banking Corporation under the agreement relating to my/our merchant facility. These amounts include:

- Merchant Fees (User ID 1556) - these are service charges, fees and other charges (including government charges and taxes) and any other money owed under the Agreement payable by me/us excluding rental fees
- Merchant Adjustments (User ID 1555) - these are adjustments arising from refunds and errors or omissions or the like
- Merchant Chargebacks (User ID 1557) - these are the amounts processed as a result of Chargebacks.
- Westpac Handyway (User ID 21712) - these are amounts to settle transactions processed as part of the merchant facility (unless another account is specified in Section 3 below)
- Westpac Card Services (User ID 31338) - these are the rental fees (such as terminal rental fees) payable by me/us.

Billing Account

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

Name and address of Financial Institution at which your account is held

<input type="text"/>
<input type="text"/>

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

<input type="text"/>
<input type="text"/>

BSB Number

Account Number

Section 3 – Settlement Transactions

Please complete this section only if you would like Westpac to credit amounts to settle transactions processed as part of the merchant facility to a different account to that specified in Section 2 on page 1.

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

Settlement Account

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

--

(Leave blank if this account is the same as for your debit transactions)

Section 4 – DDR Service Agreement

Our commitment to you

- We will give you at least 14 days notice in writing of any changes to the terms of the drawing arrangements.
- We will keep information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution or where we disclose your information to our sponsor in the payments system in connection with a claim relating to an alleged or wrongful debit.
- Where the due date is not a business day the Bank will draw from your nominated financial institution account on the next business day. If you are uncertain as to when a direct debit will be processed to your account, you should seek further details from your nominated financial institution.

Your commitment to us

It is your responsibility to:

- ensure your nominated account can accept direct debits. Direct debiting through this facility may not be available on all accounts;
- ensure that there are sufficient clear funds available in the nominated account to meet each drawing on the due date to permit payment of the items to be debited under the Direct Debit Request;
- check account details against a recent statement from your nominated financial institution and if uncertain, check account details with your nominated financial institution before completing the Direct Debit Request.
- advise us immediately if the nominated account is transferred or closed, or your account details change;
- arrange a suitable payment method if the Bank cancels the drawing arrangements;
- ensure that all authorised signatories nominated on the financial institution account to be debited, sign the Direct Debit Request.

You may change the direct debit payment arrangements

You may alter, defer, stop or cancel the drawing arrangements by providing the Bank with instructions subject to the terms and conditions of:

- your nominated financial institution account;
- the Bank's card merchant facilities agreement.

Such instructions should be received by us at least 7 working days before the draw date for any of the following:

- stopping an individual drawing;
- deferring a drawing;
- suspending future drawings;
- altering the Direct Debit Request Schedule;
- cancelling the drawings completely;
- Instructions from a customer to stop or in any way alter the drawing details must be in a written form;
- All requests to stop a debit or cancel a Direct Debit Request may be directed to the Bank or your nominated financial institution.

Other Information:

- Some details of the terms of the debit arrangements, including to whom payment is made and what payments are made, are set out at the start of the Direct Debit Request.
- Statements are issued at the end of each calendar month for all merchant outlets and terminals. Statements will take the form of Tax Invoices in line with legislative requirements.
- The Bank reserves the right to cancel the drawing arrangements if three consecutive drawings are dishonoured by your Financial Institution, and to arrange with you an alternative payment method. Please refer to the terms and conditions for your nominated financial institution account to see whether dishonour fees apply. The Bank will not charge any additional dishonour fees.
- If you have a dispute you may contact our Customer Relations Unit on 132032. If you have a claim in relation to a dispute, that claim may also be directed to your nominated financial institution.

Section 5 – Authorisation

This form must be signed by the current signatory(ies) of the Bank Account in terms of the Bank authority.

Name

--

Signature

--

Name

--

Signature

--

Date

--

Please sign this form and Fax to: (02) 9876 9165

OR

Mail to: Merchant Business Solutions, GPO Box 18, Sydney NSW 2000