

Merchant Application Form – Institutional Customers Only

Before completing this form, please refer to Section 9 'Declaration and Privacy Consent'.

Please select a reason for this facility from the following:

- Change of Ownership – has taken over ownership of a business which has a current merchant facility with 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 facility ID.

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

Fax

Email

Section 3 Contact Details

First Contact

Title (e.g. Mr, Mrs)

Given Name(s)

Surname

Position/Title

Telephone

Email

Second Contact (please complete if required)

Title (e.g. Mr, Mrs)

Given Name(s)

Surname

Position/Title

Telephone

Email

Section 4 Account Details

Account Details – for settlements, billing and processing chargebacks

Settlement Account Name

BSB

Account Number

*Billing Account Name

BSB

Account Number

*Chargeback Account Name

BSB

Account Number

*Please complete if different to settlement account.

DIRECT DEBIT REQUEST – PLEASE COMPLETE THE DDR FORM IF YOUR BILLING OR CHARGEBACK ACCOUNT IS NOT A WESTPAC GROUP ACCOUNT.

Section 5**Business Details**

1. Store/Location ID – *this will enable you to easily distinguish each EFTPOS store's daily settlement and assist you with bank reconciliation.*

Yes ► please provide

Store ID

 (numeric)

Section 6**Additional Details**

1. What is your anticipated total yearly credit 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.*

AMEX ID

Section 7**Declaration and Privacy Consent**

- 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, 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 you to verify the information.
- I acknowledge that, if I, the applicant is advised of approval, I the applicant will be sent a copy of the Merchant Terms and Conditions, and that I the Applicant will become legally bound by these by commencing to process transactions through the facility.
- I agree that Westpac can debit/credit the nominated accounts in this application with fees and charges which will be confirmed to me.
- I the person(s) signing that application, acknowledge that I have heard or viewed on Westpac's website or received and understood Westpac's Privacy Policy and I consent to the collection, use and disclosure of personal information and merchant information in accordance with the Privacy Policy. Where I have provided information about another individual, I declare that the individual has been made aware of that fact and the contents of Westpac's Privacy Policy.

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 equivalent officers/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 business/organisation applicant*)

Name in full

Signature

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

Date

Name in full

Signature

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

Date

Direct Debit Request

Merchant Details

Company Name/
Business Proprietor

Trading Address

ACN/ABN

Postcode

Telephone

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/Merchant 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 the Chargebacks
- Westpac Handyway (User ID 21712) - these are amounts to settle transactions processed as part of the merchant facility
- Westpac Card Services (User ID 31338) - these are the rental fees (such as terminal rental fees) payable by me/us.

Billing Account

Name & Address of Financial

Institution at which your
account is held

Name of Account which is to be
debited or credited (as the case
may be)

BSB Number

Account Number

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 above.

I/We, instruct Westpac Banking Corporation to credit the account described below with amounts to settle transaction processed as part of the merchant facility (leave blank if this account is the same as for your debit transactions)

Settlement Account

Name & Address of Financial

Institution at which your
account is held

Name of Account which is to be
debited or credited (as the case
may be)

BSB Number

Account Number

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.
- 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 and will set out the due date for payment. 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 DDR 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.
- 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.

**Name of Director/Proprietor/other
Authorised Signatory**

Signature

Date

| | | |
|----|-------|-------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |
| 3. | _____ | _____ |
| 4. | _____ | _____ |

Please sign this document and return to our office by mail or by fax.