



Bank of  
Melbourne

# Request to amend account details on your merchant facility

Please complete this form if you would like to request for debiting amounts to accounts through direct debit 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 1300 603 266.

Bank of Melbourne Merchant ID

## Section 1 – Your merchant details

Full/Legal Entity name

Trading address

<input type="text"/>		
<input type="text"/>		<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 Bank of Melbourne (the User) to:

- debit amounts payable by me to Bank of Melbourne, or
- credit amounts payable to me by Bank of Melbourne, under the agreement relating to my/our merchant facility for fees, chargebacks, corrections and settlements. This debit or credit charge will be arranged by Bank of Melbourne through the following debit user numbers: 161505, 161757, 161738, 029590, 004434, 161430, 161667, 161499 161666, 055489, 106600 and 000439 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

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Any amount Bank of Melbourne has deemed payable by you.

### Account(s) type

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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-Bank of Melbourne accounts, please provide a recent statement or proof of account from your financial institution.

### Billing account

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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

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Account number

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## Request to amend account details on your merchant facility

### Section 3 – Settlement transactions

**Please complete this section only if you would like Bank of Melbourne 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 Bank of Melbourne 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 Bank of Melbourne requirement of the merchant facility that the account for settlement is a Bank of Melbourne account. Should your facility fall into this category, a request to change to a non-Bank of Melbourne 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

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Account number

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### Section 4 – Chargeback account

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

I/We instruct Bank of Melbourne 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


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


BSB number

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Account number

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## Section 5 – Direct Debit Request Service Agreement

This is your *Direct Debit Service Agreement* with Bank of Melbourne – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 through the following debit user numbers: 161505, 161757, 161738, 029590, 004434, 161430, 161667, 161499, 161666, 055489, 106600 and 000439. 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).

<p><b>Definitions</b></p>	<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 you and us.</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 you to us 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 us and you to debit funds from your <i>account</i>.</p> <p><b>us</b> or <b>we</b> means Bank of Melbourne – A Division of Westpac Banking Corporation (the Debit User) whom you 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 us to debit.</p>
<p><b>1. Debiting your account</b></p>	<p>1.1 By submitting a <i>Direct Debit Request</i>, you have authorised us to arrange for funds to be debited from your <i>account</i>. The <i>Direct Debit Request</i> and this agreement set out the terms of the arrangement between us and you.</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 your <i>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 your <i>financial institution</i>.</p>
<p><b>2. Amendments by us</b></p>	<p>2.1 We may vary any details of this agreement or a <i>Direct Debit Request</i> at any time by giving you at least 30 days' written notice sent to the preferred email or address you have given us in the <i>Direct Debit Request</i>.</p>
<p><b>3. How to cancel or change direct debits</b></p>	<p>3.1 You can:</p> <ul style="list-style-type: none"> <li>(a) cancel or suspend the <i>Direct Debit Request</i>, or</li> <li>(b) change, stop or defer an individual <i>debit payment</i>,</li> </ul> <p>at any time by giving at least 7 <i>banking days'</i> notice.</p> <p>To do so, contact us at <b>Merchant Business Solutions, GPO Box 18, Sydney NSW 2001</b> or by calling 1300 603 266, available 24/7.</p>
<p><b>4. Your obligations</b></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 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>

## Section 5 – Direct Debit Request Service Agreement (continued)

<p><b>5. Dispute</b></p>	<p>5.1 If you believe that there has been an error in debiting your account, you should notify us directly by calling 1300 603 266, available 24/7. Alternatively, you can contact your financial institution for assistance.</p> <p>5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging within a reasonable period for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.</p> <p>5.3 If we conclude as a result of our investigations that your account 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 22 66.</p>
<p><b>6. Accounts</b></p>	<p>6.1 You should:</p> <ul style="list-style-type: none"> <li>(a) check with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;</li> <li>(b) check your account details which you have provided to us are correct by checking them against a recent account statement; and</li> <li>(c) check with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.</li> </ul>
<p><b>7. Confidentiality</b></p>	<p>7.1 We will keep any information (including your account details) in your Direct Debit Request 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 agreement (including disclosing information in connection with any query or claim).</li> </ul>
<p><b>8. Contacting each other</b></p>	<p>8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to: <b>Merchant Business Solutions, GPO Box 18, Sydney NSW 2001</b> or call us on 1300 603 266, 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 Direct Debit Request.</p> <p>8.3 Any notice will be deemed to have been received on the second banking day 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 [bankofmelbourne.com.au/privacy/privacy-statement](http://bankofmelbourne.com.au/privacy/privacy-statement) or by calling us on 13 22 66. 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.

## Request to amend account details on your merchant facility

### 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" value="X"/>
Name	Signature
<input type="text"/>	<input type="text" value="X"/>
Name	Signature
<input type="text"/>	<input type="text" value="X"/>
Name	Signature
<input type="text"/>	<input type="text" value="X"/>
Date	
<input type="text" value="/ /"/>	

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

**OR**

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

#### 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 here:

[accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs)

Visit [bankofmelbourne.com.au/accessibility](https://bankofmelbourne.com.au/accessibility) for further information on our accessible products and services for people with disability.