



Direct Debit Request

Please note that your payment details can be changed anytime at <https://myaccount.rasimple.com.au>

If you do not have internet access your details can be manually updated using this form, any existing details on your Simple account will be overwritten. Please ask your village manager to assist with its submission to accounts@rasimple.com.au and allow up to 3 business days to be processed.

First Name: _____ Surname: _____

RA Simple Account Number: _____

Do you require postal/paper delivered invoices? Yes No

Postal invoices attract a \$2.20 fee each. Email invoices are free.

Please choose your payment method for all fees/charges on your Simple account:

Option 1: Credit Card Direct Debit



Card Type: _____ Name on Card: _____

Credit Card Number: _____ Card Expiry Date: _____ / _____

I/we authorise Ezidebit, acting on behalf of Retire Australia (Simple), to debit payments from my specified Credit Card above, and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement.

Please Note: Accounts paid with a Visa or Mastercard credit card will incur a surcharge of 2.0% (incl. GST) of the debited amount when we debit the card. Accounts paid with a Diners Card or American Express credit card will incur a surcharge of 4.0% (incl. GST) of the debited amount when we debit the card.

Option 2: Bank Account Direct Debit



Bank/Society Name: _____

First Name: _____ Surname: _____

BSB Number: _____ - _____ Account Number: _____

I/We authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969, 303909, 301203, 234040, 234072, 428198) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangement stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement.

Direct Debit Authorisation

This Authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided DDR Service Agreement and I/we acknowledge that I/we have read, understand and agree to same.

Account Holder Signature: _____ Date: _____ / _____ / _____

Please note that we do not accept payment by cash, cheque or Australia Post Billpay.

DDR Service Agreement

I/We hereby authorise Retire Australia Pty Ltd ACN 26 151 586 597 or their agent Ezidebit Pty Ltd ACN 096 902 813 ("Ezidebit") (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) to make periodic debits on behalf of Retire Australia (Simple) as indicated on the attached Direct Debit Request.

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for Retire Australia (Simple) and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for Retire Australia (Simple) pursuant to the Direct Debit Request) and has no express or implied liability in regards to the goods and services provided by Retire Australia (Simple) or the terms and conditions of any agreement that I/We have with Retire Australia (Simple).

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with Retire Australia (Simple) and the terms and conditions of this Direct Debit Request & Credit Card Authority.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/We acknowledge that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available I/We agree that Retire Australia (Simple) / Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:

- 1) There is a public or bank holiday on the day of the debit, or any day after the debit date;
- 2) A payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
- 3) A payment request is received after normal Ezidebit cut off times, being 4:00 PM Queensland time, Monday to Friday.

Any payment that fall due on any of the above will be processed on the next business day.

I/We acknowledge Retire Australia (Simple) / Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and Retire Australia (Simple) as provided for within my/our agreement with Retire Australia (Simple)/ I/We authorise Retire Australia (Simple) / Ezidebit to vary the amount of the payment upon receiving instruction from Retire Australia (Simple) of the agreed variations. I/We do not require Retire Australia (Simple) / Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 7 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request & Credit Card Authority including varying any of the terms of the debit arrangements between us. I/We acknowledge that any request by me/us to stop or cancel or suspend the debit arrangement will be directed to Retire Australia (Simple) in writing and may result in Retire Australia (Simple) suspending my Services if payment is not made using another method by the due date of the Invoice.

I/We acknowledge that any disputed debit payments will be directed to Retire Australia (Simple) and/or Ezidebit. If no resolution is forthcoming, I/We agree to contact my/our financial institution. I/We acknowledge that if a debit is

returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Retire Australia (Simple) / Ezidebit. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Retire Australia (Simple) / Ezidebit to attempt to re-process any unsuccessful payment as advised by Retire Australia (Simple).

You appoint Retire Australia (Simple) and Ezidebit jointly and severally as your exclusive agent with regard to the control, management and protection of your personal information (relating to Retire Australia (Simple) and contained in this DDR Service Agreement). You irrevocably authorise Retire Australia (Simple) / Ezidebit to take all necessary action (which we deem necessary) to protect your personal information, including (but not limited to) prohibiting the release to or access by third parties without your consent.

You hereby irrevocably authorise, direct and instruct any third party who hold/stores/keeps your personal information (relating to Retire Australia (Simple) and contained in this DDR Service Agreement) to release and provide such information to Retire Australia (Simple) / Ezidebit on our written request.

Credit Card Payments

I/We acknowledge that Retire Australia (Simple) may use multiple providers for services and that if Retire Australia (Simple) use Ezidebit, "Ezidebit" will appear as the merchant for payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non-supply of goods and/or services and that all disputes will be directed to Retire Australia (Simple) as Ezidebit is only acting as an Agent for Retire Australia (Simple).

Retire Australia (Simple) / Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. A copy of Ezidebit's Privacy Policy can be downloaded at www.ezidebit.com/au/privacy-policy

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, as provided by Retire Australia (Simple) and as amended / updated from time to time by Retire Australia (Simple).

Direct Debit and Credit Card Terms and Conditions

I/We ("Client") authorise and request Retire Australia Pty Ltd ACN 609 081 156 or their agent Ezidebit Pty Ltd ACN 096 902 813 ("Ezidebit") to debit payments from my/our account or credit card, as specified in the signed authority below, all amounts for which the Client may become liable under any Contract or Agreement with Retire Australia (Simple) or its related bodies corporate. These amounts will be deducted on or about the due date of the invoice for the full outstanding amount of the invoice.

The Client acknowledges and agrees that:

- The amount charged will vary from Period to Period and will be defined on the invoices issued by Retire Australia (Simple);
- Retire Australia (Simple) will apply the Direct Debit or Credit Card Processing Fee (as advised by Retire Australia (Simple) from time to time) to the Client account and will provide the Client with a Tax Invoice for this amount;
- A declined direct debit or credit card transaction may result in:
 - Declined payment charges and interest being applied for the overdue amount;
 - Suspension or termination of some or all of the Services of the Client; and
 - Retire Australia (Simple) invoking any Security available to Retire Australia (Simple).
- The Client must not attempt to invalidate a charge properly incurred by the Client in accordance with the Agreement with Retire Australia (Simple).
- The Client accepts the terms of the DDR Service Agreement.

I/We authorise:

- a) Retire Australia (Simple) / Ezidebit to verify details of my/our account with my/our financial institution; and
- b) My/our financial institution to release information allowing Retire Australia (Simple) / Ezidebit to verify my/our account details.

Name: _____

Date: ____ / ____ / ____

Signature: _____