



## DDR Service Agreement

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

## DDRs

DDRs are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

The basis on which the DDR will be processed is as follows:- Access Commercial Exchange to deduct the fees payable on my trade account on a monthly basis around the 15<sup>th</sup> from the account nominated.

## Changing your DDR Authority

We will provide you with 14 days notice if we wish to change any of the details on which the basis of your DDR Authority is processed (For example – if we change the day of processing or the date on which the amount of your DDR is calculated).

## Stopping or Cancelling your DDR

You may stop, cancel, alter or defer your DDR at any time, by contacting your Bank or by providing at least 14 Business Days written notification to:-

The Manager

**Access Commercial Exchange,**  
PO Box 6, Cororooke, Vic 3254  
or telephone us on 0352 - 33 1305  
Alternatively you may request a stop or cancellation by contacting your financial institution

## DDR Dispute Resolution

If you wish to dispute any DDR transaction that we have processed you should contact us on the following contact points:-  
0352 - 33 1305

Alternatively you may dispute a DDR transaction by contacting your Financial Institution. If we fail to resolve any dispute you raise with us and you wish to make a formal claim you should contact the financial institution that holds your

account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you.

If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.

If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

## Non Business Days

If your DDR falls due on a weekend or public holiday we will process it on the next working day.

## Returned or Dishonoured DDrs

If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to suspend your Empire Trade account from any further trading and charge you a dishonour fee of \$10.

## Clear Funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

## Your Records

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

## Your Account

You should be aware that some financial institutions may not allow DDrs to be processed to certain types of accounts.

You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

I



## Direct Debit Request Authority

The Manager (formerly Empire Trade Exchange) now \_\_\_\_\_ 20\_\_\_\_

**Access Commercial Exchange Pty Ltd**

ABN: 55 615 415 711

PO Box 6  
Cororooke, Vic 3254

New Direct Debit Request   
Change of DDR Details   
Cancellation of DDR

I/We \_\_\_\_\_

(Surname or Company Name)

(Given Names or ACN Number)

Access Commercial Exchange Member Account No: \_\_\_\_\_

Authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instruction detailed in the Schedule below and or on the terms set out on the DDR Service Agreement.

I/We have read and understand the information contained in the DDR Service Agreement.

Signature of Customer: \_\_\_\_\_

(If joint account all signatures may be required)

### THE SCHEDULE

**Details of Account to be Debited:** (NOTE: Direct Debiting is not available on the full range of accounts. Please refer to your Bank or Financial institution)

Account Name	<input type="text"/>	Financial Institution	<input type="text"/>
Address of Financial Institution	<input type="text"/>		
BSB Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### Details of Direct Debit Request:

Debit my account

Frequency



Monthly

All direct debits are processed on the 15<sup>th</sup> of the month

Amount

Variable\*

\*Note: This amount will vary according to the transaction fees accumulated for the month

Start Date (ddmmyyyy)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2	0	<input type="text"/>	<input type="text"/>
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OR

**DIRECT DEBIT FROM CREDIT CARD:** VISA  MASTERCARD

I, \_\_\_\_\_ (Member Name) Member No: \_\_\_\_\_, authorise Access Commercial Exchange or its nominated agent to deduct the fees payable on my trade account on a monthly basis from the card nominated below.

Name on Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Card Expiry Date: \_\_\_\_ / \_\_\_\_

Signature of Card Holder: \_\_\_\_\_

In the event that this agreement is sent by facsimile or email transmission to one or both parties for signature and is subsequently duly signed and returned then this agreement shall be binding on the parties as if an original and duplicate of the agreement were signed by the parties. This agreement is not conditional upon the subsequent execution of an original although either party may request the other party to execute an original agreement.