

If Direct Bank Account Debit Selected:
Please complete & all pages back to **messagemedia** +61 03 8612 3689

Direct Debit Request Form

Company / Account Name: _____
(as reflected on your SMS application form)

By signing this document, I/We authorise Message4U PTY LTD with ABN 16 095 453 062 and with Debit User Number 349439, the Debit User, to debit my/our account, detailed in the Schedule below, with any amount, through the Direct Debit System. I/we must pay you when due under the arrangement between us.

This authority is to remain in force until further notice.

The Schedule

FINANCIAL INSTITUTION		
ADDRESS	Country	
	Postcode	
BANK ACCOUNT DETAILS	* * * * * -	
	BSB (6 digits)	Account Number
PAYMENT DETAILS		
Only Persons Authorised to Operate on the Account Must Sign Here:		
SIGNED		DATED
SIGNED		DATED
SIGNED		DATED
SIGNED		DATED

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Direct Debit Service Agreement

Debit User's Name: **Message 4 U Pty Ltd** ("we" or "us")
With ABN / ACN: **16 095 453 062**
Debit User's Address: **Level 22 / 385 Bourke Street**
Melbourne VIC 3000

User ID: 349439

You have entered or are about to enter into an arrangement under which you make payments to us. You want to make those payments by use of the Direct Debit System.

This agreement sets out the terms on which we accept and act under a Direct Debit Request ("your Direct Debit Request") you give us to debit amounts from your account under the Direct Debit System. It is additional to the arrangement under which you make payments to us.

Please ensure you keep a copy of this agreement as it sets out certain rights and obligations you have with us by giving us your Direct Debit Request.

When are we bound by This Agreement?

1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it.

What we agree and what we can do

2. We only draw money out of your account in accordance with the terms of your Direct Debit Request.

3. We give you a statement of the amounts we draw under your Direct Debit Request every month.

4. On giving you at least 14 days notice we may:

- Change our procedures in this arrangement
- Change the terms of your Direct Debit request; or
- Cancel your Direct Debit Request

5. You may ask us to:

- Alter the terms of your Direct Debit Request
- Defer payment to be made under your Direct Debit Request;
- Stop a drawing under your Direct Debit Request; or
- Cancel your Direct Debit Request by:

Informing us of the change and the reason for the change:

Please contact us by email. Our contact details are: accounts@message-media.com.au .

Stops and cancellations of your Direct Debit Requests can be directed to us or your own Financial Institution.

You may dispute any amount we draw under your Direct Debit Request

6. Notify us of your dispute by email and provide us with:

- Details of the Payment you wish to dispute and
- Reasons for the dispute

Our contact details are: accounts@message-media.com.au . We will endeavour to resolve any dispute within 14 days. Disputes may also be directed to your own Financial Institution.

7. We deal with any dispute under clause 6 of this agreement as follows:

We will investigate the dispute and if it is found that the amount has been debited in error we will refund you the disputed amount within 7 days. Where it is found that the disputed amount has been debited correctly and

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in accordance to the terms of the Direct Debit Agreement, we will notify you of that outcome in writing within 7 days.

8. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the Next Business Day.

9. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we:

Will charge you for any fees incurred to us by our financial Institution as a result of the reject. We will contact you within the next business day to discuss a reattempt to draw the funds from your account in accordance with your Direct Debit Request, or to arrange alternative methods of payment.

10. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless:

- You dispute any amount we draw under your Direct Debit Request, where we will be required to disclose your information to your Financial Institution in order to investigate the dispute;
- You consent to that disclosure; OR
- We are required to disclose that information by law

What You Should Consider

11. Not all accounts held with a financial institution are available to draw on under the Direct Debit System.

12. Check your account details against a recent statement from your financial institution.

Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request are completed correctly. We will:

- Charge you for any fees incurred to us by our financial Institution as a result of the reject.
- Contact you within the next business day to discuss a reattempt to draw the funds from your account in accordance with your Direct Debit Request, or to arrange alternative methods of payment.

13. Enquire of your financial institution if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request.

14. Ensure that there are sufficient clear funds available.

It is your responsibility to ensure there are sufficient clear funds available in your account, by the due date to enable us to obtain payment in accordance with your Direct Debit Request.