

OSS WORLD MOVERS PTY LTD (314011)

Direct Debit Request (DDR)

You may contact us as follows:

Phone: 02 88259300
 Email: accounts@ossworldwide.com
 Mail: 9 Goulburn Street
 Kings Park, NSW, Australia 2148

All communication addressed to us should include your Customer Number.

PART A - YOUR DETAILS

Customer Number: _____ Phone Number: _____

Customer Name: _____ Email Address: _____

Address: _____

PART B - SCHEDULE

Date of First Payment: / /

Frequency: Weekly Fortnightly Monthly
 Quarterly Six-Monthly Yearly

Number of Payments: Continue until further notice **OR** Stop after payments

PART C - PAYMENT AMOUNTS

First Amount: Leave blank if same as regular amount

Regular Amount: Payment amount for each debit

Final Amount: Leave blank if same as regular amount

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PART D - CHEQUE/SAVINGS ACCOUNT OR CARD AUTHORISATION

I/We request and authorise OSS WORLD MOVERS PTY LTD (314011) to arrange, through its own financial institution, a debit to your nominated account any amount OSS WORLD MOVERS PTY LTD (314011), has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Financial Institution: _____ BSB No. -
 Branch: _____ Account Number:
 Account Name: _____

I/We request and authorise Acknowledgement. By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and OSS WORLD MOVERS PTY LTD as set out in this Request and in your Direct Debit Request Service Agreement.

Signature: _____ Date: _____

Signature: _____ Date: _____

If debiting from a joint bank account, both signatures are required.

OR

I/We request OSS WORLD MOVERS PTY LTD to arrange for funds to be debited from my nominated credit card according to the schedule specified above and attached Direct Debit Service Agreement.

Surcharges apply, for more information visit <https://www.ossworldwidemovers.com/surcharges>

Credit Card Number:
 Expiry Date: /

Card Holder Name: _____

Signature: _____ Date: _____

COMPLETE APPLICATION

Return your completed application by mail to: 9 Goulburn Street, Kings Park, NSW, Australia, 2148
 or by email to your move manager.

CUSTOMER DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This is your Direct Debit Service Agreement with OSS WORLD MOVERS PTY LTD (314011) 47 000 776 750. 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) and should be read in conjunction with your DDR authorisation.

How to Contact Us

Enquiries

You can contact us directly or alternatively contact your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:

How to Contact Us

Phone: 02 8825 9300 Email: accounts@ossworldwide.com

Mail: 9 Goulburn Street
Kings Park, NSW, Australia 2148

All communication addressed to us should include your Customer Number.

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit Day means the day that payment by you to us is due.

Debit Payment means a particular transaction where a debit is made.

Direct Debit Request means the Direct Debit Request between us and you.

Us or We means OSS WORLD MOVERS PTY LTD (314011) you have authorised by requesting a Direct Debit Request.

You means the customer who has signed or authorised by other means the Direct Debit Request.

Your Financial Institution means the financial institution nominated by you on the DDR at which the account is maintained.

Debiting your account

By signing a **Direct Debit Request** or by providing **us** with a valid instruction, **you** have authorised **us** to arrange for funds to be debited from your **account**. **You** should refer to the **Direct Debit Request** and this agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from **your account** as authorised in the **Direct Debit Request**.

OR

We will only arrange for funds to be debited from **your account** if we have sent to the address nominated by **you** in the **Direct Debit Request**, a billing advice which specifies the amount payable by you to **us** and when it is due.

If the **debit day** falls on a day that is not a **banking day**, we may direct your **financial institution** to debit **your account** on the following **banking day**. If you are unsure about which day your account has or will be debited you should ask your **financial institution**.

Charging your card

If you choose to pay by card, surcharges apply. For more information visit <https://www.ossworldwidemovers.com/surcharges>

Amendments by us

We may vary any details of this agreement or a **Direct Debit Request** at any time by giving you at least **fourteen (14) days** written notice.

Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least 7 days notification by writing to:

OSS WORLD MOVERS PTY LTD
9 Goulburn Street
Kings Park, NSW, Australia 2148

OR

by telephoning us on (02) 88259300 during business hours;

OR

arranging it through your financial institution, which is required to act promptly on your instructions.

Your Obligations

It is your responsibility to ensure that there are sufficient clear funds available in **your account** to allow a **debit payment** to be made in accordance with the **Direct Debit Request**.

If there are insufficient clear funds in your account to meet a debit payment:

- **You** may be charged a fee and/or interest by **your financial institution**;
- **You** may also incur fees or charges imposed or incurred by us; and
- **You** must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the **debit payment**.
- **You** should check your account statement to verify that the amounts debited from **your account** are correct.

Disputes

If **you** believe that there has been an error in debiting your account, you should notify **us** directly on (02) 88259300 and confirm that notice in writing with **us** as soon as possible so that we can resolve your query more quickly. Alternatively **you** can take it up directly with your **financial institution**.

If we conclude as a result of our investigations that **your account** has been incorrectly debited **we** will respond to your query by arranging 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.

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.

Accounts

You should 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**.
- **Your account** details which you have provided to us are correct by checking them against a recent account statement; and
- with your **financial institution** before completing the **Direct Debit Request** if you have any queries about how to complete the **Direct Debit Request**.

Confidentiality

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.

We will only disclose information that **we** have about **you**:

- to the extent specifically required by law; or
- for the purposes of this **agreement** (including disclosing information in connection with any query or claim).

Notice

If **you** wish to notify us in writing about anything relating to this agreement, you should write to:

OSS WORLD MOVERS PTY LTD
9 Goulburn Street
Kings Park, NSW, Australia 2148

We will notify **you** by sending a notice in the ordinary post to the address you have given us in the **Direct Debit Request**.

Any notice will be deemed to have been received on the third banking day after posting.