



**Section 2 New account holder details (Individual or Business)**

**PRIMARY CONTACT NAME**

Title  Name

Street address

Suburb  State  Postcode

Telephone number (home)

Telephone number (business)

Email address

Driver's licence number

Account access number (PIN)  Important: Please supply a 6 digit security access number to allow secure telephone and internet access to your CityLink account.

Signature of new account holder  The primary contact has full access to account maintenance functions. There can only be one primary account contact. Only the primary account contact can close the account or add or remove contacts.

**SECONDARY CONTACT NAME (optional)**

Title  Name

Street address

Suburb  State  Postcode

Telephone number (home)

Telephone number (business)

Email address

Driver's licence number

Account access number (PIN)  Important: Please supply a 6 digit security access number to allow secure telephone and internet access to your CityLink account.

The secondary contact cannot close the account or add or remove a contact.

**COMPANY DETAILS (IF APPLICABLE)**

Business name (only required if you wish to set up your account for business use)  ABN/ACN/ARBN

Name of director/partner authorising transfer of account for business use.

Name  Position

Street address  Suburb  State  Postcode

Mailing address (complete only if different to above)

Street address  Suburb  State  Postcode

Signature of director/partner

**Section 3 Vehicle details**

Please complete the table below with the details of the vehicles and any vehicles that you wish to add to this account. For the first three years a minimum annual expenditure of \$27.50 per e-TAG® device is required. Please make sure you complete all the relevant details.

Licence plate no	State	Make	Model	e-TAG® device number
A _ B _ C _ 1 _ 2 _ 3	V _ I _ C	Ford	Falcon	0 1 3 4 5 7 8 8 8 8 4 4
_____	_____			_____
_____	_____			_____
_____	_____			_____
_____	_____			_____

## Section 4 Account details

### STATEMENTS

You have three options for receiving statements. Please select your preferred option by ticking one of the following boxes.

- Monthly detailed statement accessed via our website, citylink.com.au (free of charge)  
 Quarterly summary statement delivered via mail (free of charge)  
 Quarterly detailed statement delivered via mail (\$2.75 each)

My preferred on-going top up method is:

- Pre pay manual  
 Pre pay auto

## Section 5 Account payment details

### AUTOMATIC PRE-PAY ACCOUNT ONLY

I would prefer my automatic ongoing payments to be deducted via:  Bank account (fill in the Direct Debit Request form attached)  
 Credit card (provide your credit card details below)

Automated pre-pay top up amount (minimum \$40) \$  This amount will be added to your account when the balance drops to \$10.

### AUTOMATIC PAY-AS-YOU-GO ACCOUNT ONLY

I would prefer my automatic ongoing payments to be deducted via:  Bank account (fill in the Direct Debit Request form attached)  
 Credit card (provide your credit card details below)

Monthly date of payments

## Section 6 Acknowledgement of current balance

I acknowledge that account number  in the name of

has a current balance of \$  which I am now responsible for.

Signature of New Account Holder (Director/Partner)

**Please note: Your account must be in credit for a transfer to occur.**

## Section 7 Customer service agreement

I acknowledge that I have read and accept the terms and conditions contained in the enclosed CityLink Everyday account Customer Service Agreement.

### Name of new primary contact authorised to manage account

Title  First name  Surname

Signature  Date  /  /

- CityLink may occasionally wish to advise you of special offers by way of direct marketing. CityLink does not allow others to use your details for marketing purposes. If you do not want CityLink to contact you directly for such offers, please tick the box.

Once you have completed this form in full, mail to **CityLink Customer Service, Reply Paid 69935, Locked Bag 28, South Melbourne, VIC 3205** or fax to **03 8656 8585**.

If you would like more information, you can email [assist@citylink.com.au](mailto:assist@citylink.com.au), visit our website at [citylink.com.au](http://citylink.com.au) or call **13 26 29**.

# Direct Debit Request



Request for debiting amounts from your bank account and crediting them to your CityLink account via the direct debit system. Please fill in all fields for prompt processing.

CityLink account number (please provide)

## Contact details of bank account holder

Surname of customer(s)  Given name(s)

Address  Postcode

Telephone number (work)  Telephone number (home)  Telephone number (mobile)

Email address

## Details of account to be debited

Name of Financial Institution where account is held

Branch name

Name of account to be debited

BSB number  -

Account number

Please note that opening payments cannot be deducted from your bank account.

## or Credit card details

Visa   
  Mastercard   
  American Express   
  Diners Club

Card number

Name on card

Expiry date

## Agreed Replenishment Amount (this is the amount we will draw from or if your account balance falls below the Top Up Trigger in your CSA)

Please indicate the top up amount to be debited (minimum \$40)

\$40   
  \$75   
  \$100   
  \$200   
 Other amount (over \$200)  \$

## Authorisation

I/We  Surname of customer

of company name (if applicable)  Given names

ABN

authorise and request CityLink Melbourne Limited (APCA User ID Number 066 429) to arrange for funds to be debited from my/our account at the financial institution identified above through the Bulk Electronic Clearing System (BECS).

This Direct Debit Request is made subject to the CityLink Melbourne Limited Direct Debit Request Service Agreement (see overleaf).

Customer signature  Date

Customer signature  Date

If joint account, all signatures are required.

Once you have completed this form in full, mail it to **CityLink Customer Service, Reply Paid 69935, Locked Bag 28, South Melbourne VIC, 3205** or fax to **03 8656 8585**.

For more information about Everyday or Access accounts please visit [citylink.com.au](http://citylink.com.au), email [assist@citylink.com.au](mailto:assist@citylink.com.au), or call **13 26 29**, 24 hours, 7 days a week.

For more information about Commercial accounts please visit [citylink.com.au](http://citylink.com.au), email [comcare@citylink.com.au](mailto:comcare@citylink.com.au), or call **1300 360 962** from 8am – 6pm, Monday to Friday.

# Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions on which you have authorised us, CityLink Melbourne Limited, to automatically deduct amounts that become payable to your CityLink Account from your bank account at your financial institution. Your *Direct Debit Request ('DDR')* authorises us to arrange for the payment of amounts due to us, and at the times required, for the tolls, fees and charges you have incurred in your use of CityLink.
2. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure as to whether direct debit is available on your account, you should check with your bank. You should also check your account details against a recent statement from your bank.
3. We can amend this Direct Debit Request Service Agreement at any time after giving you a minimum of 14 days notice.
4. You can cancel, vary, defer or suspend the *DDR*, or stop an individual debit from taking place under this agreement by contacting us. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made.
5. If a payment due date falls on a weekend or a Victorian or national public holiday, the debit will be processed on the next business day. If you are unsure as to when a debit will be processed you should ask your bank.
6. You must ensure that you have sufficient clear funds available in your nominated account on the due date to permit the payment under the *DDR*. If funds are not available you will need to arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee.
7. If CityLink Melbourne Limited incur any bank fees or charges as a result of a dishonoured direct debit, these fees may be passed on to you as a charge on your CityLink Account.
8. If you believe that a debit has been made incorrectly you should contact us. We will then attempt to resolve the issue immediately or agree on a time to get back to you. If you are not happy with our response we will advise you of further options.
9. We will keep information about your financial institution account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.
10. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account.

## **Require assistance?**

For more information about Everyday or Access accounts please visit [citylink.com.au](http://citylink.com.au), email [assist@citylink.com.au](mailto:assist@citylink.com.au), or call 13 26 29, 24 hours, 7 days a week.

For more information about Commercial accounts please visit [citylink.com.au](http://citylink.com.au), email [comcare@citylink.com.au](mailto:comcare@citylink.com.au), or call 1300 360 962 from 8am – 6pm, Monday to Friday.