

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

or Credit card details

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.

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, email 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, email comcare@citylink.com.au, or call **1300 360 962** from 8am – 6pm, Monday to Friday.

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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?

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