

Section 3 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)

ACCOUNT PAYMENT OPTIONS

	Automatic pre-pay account	Automatic pay-as-you-go account	Manual pre-pay account
Opening payment required per e-TAG device (this automatically converts to an account credit)	Min \$50.00	-	Min \$50.00
Refundable deposit required per e-TAG device	-	\$20.00	-
Monthly fee per e-TAG device (first payable when opening an account)	-	\$2.75	-
Opening payment per e-TAG device	Min \$50.00	\$22.75	Min \$50.00
My preferred payment method is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of e-TAG devices required	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total payment (Number of e-TAGs x opening payment)	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
	Go to section 4	Go to section 4	Go to section 5

Section 4 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 5 Opening payment (required for all payment options – as above)

Total payment

\$ I would like to make my opening payment via: Credit card

Cheque (please enclose with this application form)

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

CREDIT CARD DETAILS

VISA Mastercard American Express Diners Club

Name on card

Card number

Expiry date

 /

Section 6 Terms and conditions

I confirm that the details on this form are correct, and acknowledge that my contract with CityLink Melbourne Limited will not begin until I receive my e-TAG device pack with the terms and conditions enclosed. (If you do not accept them refer to the instructions on the e-TAG device pack.)

I request payment via the method indicated above and am authorised to sign for the transfer of funds.

Name of person authorised to set up 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**.

For more information about Everyday accounts please visit citylink.com.au, email assist@citylink.com.au, or call **13 26 29**, 24 hours, 7 days a week.

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)	
<input type="text"/>		<input type="text"/>	
Address			Postcode
<input type="text"/>			<input type="text"/>
Telephone number (work)	Telephone number (home)	Telephone number (mobile)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Email address			
<input type="text"/>			

Details of account to be debited

or Credit card details

Name of Financial Institution where account is held	Visa	Mastercard	American Express	Diners Club
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branch name	Card number			
<input type="text"/>	<input type="text"/>			
Name of account to be debited	Name on card			
<input type="text"/>	<input type="text"/>			
BSB number	Please note that opening payments cannot be deducted from your bank account.			Expiry date
<input type="text"/>				<input type="text"/>
Account number				
<input type="text"/>				

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)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$ <input type="text"/>

Authorisation

Surname of customer	Given names
I/We <input type="text"/>	<input type="text"/>
of company name (if applicable)	ABN
<input type="text"/>	<input type="text"/>

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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If joint account, all signatures are required.

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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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