

CityLink Motor Trader Account Application & change of details form



Welcome to CityLink. Complete your details below to apply for a motor trader account, which **must contain four or more e-TAG® devices**. Please note that incomplete forms may delay the opening of your account.

OFFICE USE ONLY CityLink account number

- New account** Complete sections 2-6
 Upgrade from Standard to Commercial account Complete sections 1-6
 Change of Business name or ABN/ACN Complete sections 1-6

Section 1 Existing account(s) detail

Please provide us with **signatures of the primary contact** of each of your existing accounts. If you require more than one page, please photocopy this form before completing. Note that remaining credits will be transferred to the new account.

Account number	PIN	Name of Primary Contact <small>As the primary contact, I authorise the transfer of all nominated vehicles and e-TAGs from this account, plus the closure of this account</small>	Job Title	Signature
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Section 2 New account details

ABN ACN ARBN

Company name Trading name

LMCT number

e-TAG device delivery address

Street address Suburb State Postcode

Address for tax invoice (complete only if different to above)

Street address Suburb State Postcode

PRIMARY CONTACT/DEALER PRINCIPAL

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. A company director, company secretary or financial controller of your company must advise us if the primary account contact changes.

Name

Telephone number ()

Facsimile ()

Email address

Mobile number

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

SECONDARY CONTACT

Secondary contact(s) are responsible for the day to day management of the CityLink account. They can not close the account, change the "invoice to" address or add or replace contacts. To add additional secondary contacts visit citylink.com.au, email comcare@citylink.com.au or call 1300 360 962, from 8am - 6pm, Monday to Friday.

Name

Telephone number ()

Facsimile ()

Email address

Mobile number

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

INVOICE CONTACT

The invoice contact receives all invoices. There can only be one invoice account contact. They can not close the account or remove other contacts from the account but they can change the "invoice to" address. If no invoice contact is nominated, invoices are sent to the primary contact.

Name

Telephone number ()

Facsimile ()

Email address

Mobile number

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

OFFICE USE ONLY Case number DBR Date credit check completed / / Name of person processing application

Not applicable

Section 3 Driver details/e-TAG requirements

This product allows for an e-TAG to be used in multiple vehicles. Each e-TAG can be allocated permanently to a driver/trade plate. Please advise the number of e-TAGs required to suit trade plate or driver requirements. A minimum of 4 e-TAGs is required. Please complete the table below with all the details of each driver/trade plate.

DETAILS OF DRIVERS

LMCT & Initials of driver as printed on CityLink Statement or Invoice i.e. #LCMTAA

Drivers Name

JOHN SMITH	1 2 3 4 J S

Total number of e-TAGs required: CAR HCV LCV

Please note: There is a minimum of four e-TAGs for this account and one e-TAG can be used in multiple vehicles for this product type.

Section 4 Vehicle details

Please complete the table below with all the details of existing vehicles and any vehicles you wish to add to this account. If you require more than one page, please photocopy this form before completing. Alternatively, you can supply this information to us electronically by setting up a spreadsheet in the same format and emailing it to us. Please make sure you complete all the relevant details. Motor traders are required to register all vehicles travelling on CityLink. Contact CityLink to remove any vehicle no longer required under your account.

LIST OF VEHICLES

Class	Registration no	State	Make	Model	e-TAG no (if applicable)
H C V	A B C 1 2 3	V I C	Ford	Falcon	0 1 3 4 5 7 8 8 8 8 4 4
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Tolls are charged in accordance with Class of Vehicle, Class – CAR (Cars, vans, small buses-seating for 12 or less), Light Commercial Vehicle – LCV (Cab chassis, GVM 1.5 to 4.5 tonnes, 2 axles), Heavy Commercial Vehicle – HCV (Bus, 13 or more seats, articulated, more than 4.5 tonnes or 3 or more axles). These are general definitions of classes. There are specific rules for particular types of vehicles. Transurban will determine the class of each vehicle by reference to the Melbourne CityLink act (Vic) 1995.

Section 5 CityLink electronic invoices

e-Invoices are provided monthly free of charge. You'll be notified by email and receive three files with trip details in EXCEL, PDF and CSV formats.

Email address

Which day of the month to you wish to have your invoices issued?

 /

Section 6 Account payment details

How would you prefer to pay your CityLink invoices? Direct debit from bank account (please fill in the Direct Debit Request attached) Automatic charge to credit card (please fill in the Direct Debit Request attached) Manual or cheque payment Electronic Funds Transfer (EFT) – please contact us

Section 7 Customer Service Agreement

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 pack with the terms and conditions enclosed. (If you do not accept them refer to the instructions on the e-TAG pack.) I request payment via the method indicated above and am authorised to sign for the transfer of funds.

Primary contact/dealer principal of new account to complete: (you will be contacted for all matters relating to payment)

Title	First name	Surname	Job Title
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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, please mail it to **CityLink Commercial Customer Service, Locked Bag 28, South Melbourne VIC 3205**. If you would like more information, you can visit citylink.com.au, email us at comcare@citylink.com.au or call **1300 360 962** from 8am – 6pm, Monday to Friday or fax **03 8656 8525**.

CityLink Motor Trader Account Opening Checklist

Please note incomplete forms may delay the opening of your account.

- Have you ticked the relevant account option?** (Refer to application boxes above Section 1).

New Account – please tick if you do not have an existing account with CityLink.

Update from existing motor trader account – please tick if you would like to close your existing Everyday (pre-pay) account and transfer all details to new account.

Changing business name or ABN/ACN – please tick if you would like to close your existing motor trader (**invoice**) account and transfer all details to new account.

- Section 1 – Existing account details**

Have you completed all fields for the existing account/s to be closed. This is mandatory.

Please note: If the primary contact is no longer an employee, please attach written authorisation signed by the Dealer Principle, Company Director, General Manager, Financial Controller or Company Secretary written on company letterhead.

- Section 2 – New account details**

Have you completed the following:

- Company Name
- ABN/ACN/ARBN
- LMCT
- Site Address
- Invoice Address
- All relevant contacts
- PIN

- Section 3 – Driver details/e-TAG requirements**

Have you provided total number of drivers and e-TAGs required?

- Section 4 – Vehicle details**

Have you supplied all vehicles including MAKE & MODEL within your fleet/list of vehicle?

Please note that Motor Traders are required to register all vehicles travelling on CityLink. Late Toll Invoices and/or infringements may be issued for vehicles not registered for CityLink travel.

- Section 7 – Customer Service Agreement**

Has the Primary contact or Dealer Principle signed this section? Please include your job title.

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

Surname of customer Given names

I/We of company name (if applicable)

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.

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, 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.