

CityLink Business Account Opening Checklist

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

Have you ticked the relevant account to be opened?

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

Update from existing CityLink account—please tick if you would like to close your existing Everyday account and transfer all details to new account.

Changing business name or ABN/ACN—please tick if you would like to close your existing account.

Section 1—Existing account(s) 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 Company Director, General Manager, Financial Controller or Company Secretary written on company letterhead.

Section 2—If the ABN supplied with your Business account application indicates that your business entity is a Partnership, Sole Trader or a Trust we will need additional information to be submitted. Please note a copy of the Business Account Service Agreement can be downloaded from www.citylink.com.au

All documentation once complete can be scanned and emailed to applicationforms@transurban.com.au

Partnership ABN—CityLink requires details of all the partners (minimum 2)

- Have you provided minimum 2 partner's details in Director Personal details Column?
- Alternatively, on Letterhead please provide signed, written authorisation from each partner:

Full name

Date of birth

Driver's licence number

Address

Signatures

Sole Trader ABN—CityLink requires details of the individual who is the sole trader.

- Have you provided sole trader/individual details in Director Personal details Column?
- Alternatively, on letterhead please advise the following details for the sole trader/individual:

Full name

Date of birth

Driver's licence number

Address

Signatures

Section 3—Details of Business contact Person/s

Provide contact details of authorized contact people to manage your CityLink Business Account

Section 4—CityLink electronic invoices

Please provide the day of the month you wish to receive your electronic invoice

Section 5—Vehicle details

Have you provided total number of e-TAGs required? Please ensure make and model details are included.

Section 6—Account payment details

Have you selected your preference to pay your CityLink invoices?

Section 7—Customer Service Agreement

Has the Company Director signed Section 7? This must be signed by the Company Director, please include title when signing. CEO/CFO/Financial Controller can sign this section if director is unavailable. All applications will undergo a credit check and we reserve the right to request for additional financial security if we consider you pose a credit risk.

Both partners need to sign Section 7, if entity is a partnership.

CityLink has the ability to exchange information with third party reporting agencies if required. The lists of payment defaults with a Credit Reporting Agency may also be required.

A late payment fee is applicable, for payments made after the due date of the invoice.

CityLink Business Account Application Form



Welcome to CityLink. Complete your details below to apply for a Business account.

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

- New account**
 Complete sections 2-7
- Upgrade from Standard to Business account**
 Complete sections 1-7
- Change of Business name or ABN/ACN**
 Complete sections 1-7

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.

PRE-EXISTING ACCOUNTS MUST REMAIN ACTIVE STATUS UNTIL NEW ACCOUNT IS OPEN				
Account number	PIN	Name of Primary Contact As the primary contact, I authorise the transfer of all nominated vehicles and all e-TAGs from this account, plus the closure of this account.	Job Title	Signature
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Section 2 Details for New Account, Company or Individual/Sole Traders details (all fields must be completed)

All applications will undergo a credit check and we reserve the right to request for additional financial security if we consider you pose a credit risk. Failure to provide all required data may delay processing of your application.

Australian Private Company (ACN) / Australian Required Body Number (ARBN)*

Individual/Sole Trader ABN*

You must provide an ACN or ARBN of the holding entity if ABN relates to a Trust.

Company/Individual/Sole Trader/Partnership name*

Trading name*

Line of business*

PLEASE PROVIDE DETAILS OF MINIMUM 2 DIRECTORS IF ENTITY IS A PARTNERSHIP

1. Director Personal Details

Title* First Name*

Last Name*

Date of Birth*

 / /

Driver Licence Number*

Current Residential Address*

House/Unit No.*

Street Name*

City/Suburb*

State*

Postcode*

2. Director Personal Details

Title* First Name*

Last Name*

Date of Birth*

 / /

Driver Licence Number*

Current Residential Address*

House/Unit No.*

Street Name*

City/Suburb*

State*

Postcode*

3. Additional

Title* First Name*

Last Name*

Date of Birth*

 / /

Driver Licence Number*

Current Residential Address*

House/Unit No.*

Street Name*

City/Suburb*

State*

Postcode*

*MANDATORY FIELD

Section 3 Details of Business Contact Person/s (MANDATORY)

PRIMARY CONTACT*

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.

Title First Name

Last Name

Telephone Number
 ()

Facsimile
 ()

Mobile Number

Email Address

SECONDARY CONTACT

Secondary contact(s) are responsible for the day to day management of the CityLink account. They can not close the account.

Title First Name

Last Name

Telephone Number
 ()

Facsimile
 ()

Mobile Number

Email Address

INVOICE CONTACT

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

Title First Name

Last Name

Telephone Number
 ()

Facsimile
 ()

Mobile Number

Email Address

EACH CONTACT NEEDS TO SUPPLY A UNIQUE 6-8 DIGIT SECURITY PIN TO ALLOW SECURE TELEPHONE ACCESS TO YOUR CITYLINK ACCOUNT.

Account Access Number (PIN)

Use my email address (above) as my user name Choose a different user name

Web User Name

Account Access Number (PIN)

Use my email address (above) as my user name Choose a different user name

Web User Name

Account Access Number (PIN)

Use my email address (above) as my user name Choose a different user name

Web User Name

E-TAG DELIVERY ADDRESS *MANDATORY FIELD

MUST BE STREET ADDRESS

Street Address*

City/Suburb*

State*

Postcode*

MAILING ADDRESS FOR TAX INVOICE

COMPLETE ONLY IF DIFFERENT FROM ABOVE

Mailing Address*

City/Suburb*

State*

Postcode*

Section 4 CityLink Electronic Invoices (MANDATORY)

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

Please note: At anytime you request a copy of a detailed invoice to be sent to your nominated postal address, a one-off detailed invoice fee will be charged to your account.

Email Address for Electronic Invoices

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

Direct Debit Request—Business



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.

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

Name of Financial Institution where account is held	
<input type="text"/>	
Branch name	
<input type="text"/>	
Name of account to be debited	
<input type="text"/>	
BSB number	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>
Account number	<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"/>

or Credit card details

You may nominate a credit card account as your monthly payment method and we accept Visa, MasterCard, American Express and Diners Club. The card holder must be added as an account contact. Please note: a credit card surcharge fee may apply.

For privacy reasons, please call 1300 360 962 with credit card details.

Authorisation

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

authorise and request CityLink Melbourne Limited (APCA User ID Number 066 429) to arrange for any amount CityLink Melbourne Limited has deemed payable 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.

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 Business accounts please visit citylink.com.au, email applicationforms@transurban.com.au, or call **1300 360 962**.

For operating hours please visit our website.

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. If you are uncertain as to how to complete this DDR, please check with your financial institution.
3. We can amend this Direct Debit Request Service Agreement at any time after giving you a minimum of 14 days notice. We can vary any of the debit arrangements 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 on the contact details below. 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. Stop and cancellation requests can also be directed to your financial institution.
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 there has been an error in debiting your account, you should notify us directly on the contact details below, 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.

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.

For more information about Business accounts please visit citylink.com.au, email comcare@citylink.com.au, or call 1300 360 962.

For operating hours please visit our website.

Collection Statement

CityLink Melbourne Limited (ABN: 65 070 810 678) is a member of the Transurban Group. Transurban respects people's privacy. We have asked for the personal information on this form so we can open an account for you to use CityLink and certain other eligible toll roads.

We may disclose your personal information to other Transurban Group entities and third party service providers who we work with, including other toll road operators. We may disclose information to our overseas contractors based in the Philippines, the United States and certain other countries, although we will always take steps to ensure your personal information is kept secure and is handled in a way that is consistent with the Australian Privacy Principles. Where your account is in payment default, we may disclose your personal information to debt collection companies and credit reporting bodies. The credit reporting bodies that we deal with from time to time are listed on our website.

Our privacy policy and credit reporting policy explain how we collect, use and disclose personal information and credit information, including how to contact us with access or correction requests or if you wish to make a complaint about how your personal information or credit information has been handled. Our privacy policy and credit reporting policy are available on our website at www.citylink.com.au, or you can ask one of our customer service representatives to send you a copy of either policy by mail.