

# KGB SECURITY LOCKSMITHS PTY LTD

742 Beaudesert Rd Rocklea QLD 4106 – PO Box 686 Archerfield QLD 4108

Ph 07 32764444 Fax 0732556050 Email: [accounts@kgbsecurity.com.au](mailto:accounts@kgbsecurity.com.au)

## Direct Debit Request

**Request and authority to debit the account named below to pay KGB Security Locksmiths Pty Ltd**

Request and authority to debit Surname or Company Name \_\_\_\_\_

Given Name or ACN/ARB \_\_\_\_\_

Hereby request and authorize KGB Security Locksmiths Pty Ltd (ACN 85 053 137 367), to set up a direct debit facility for the purpose of payment of charges for Alarm monitoring and related fees which will be debited from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).

Insert the name and address of financial institution at which account is held.

Financial Institution Name: \_\_\_\_\_

Address: \_\_\_\_\_

Insert details of the account to be debited.

Name of Account: \_\_\_\_\_

BSB Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

Acknowledgement

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and KGB Security Locksmiths Pty Ltd as set out in this request and in your Direct Debit Request Service Agreement.

Payment Details

The maximum amount to be debited at any one time is:

\$ \_\_\_\_\_

(amount in words)

and

The first debit may be made on \_\_\_\_\_ and at

Weekly  Fortnightly  Monthly  Quarterly  Half-Yearly  Yearly after that

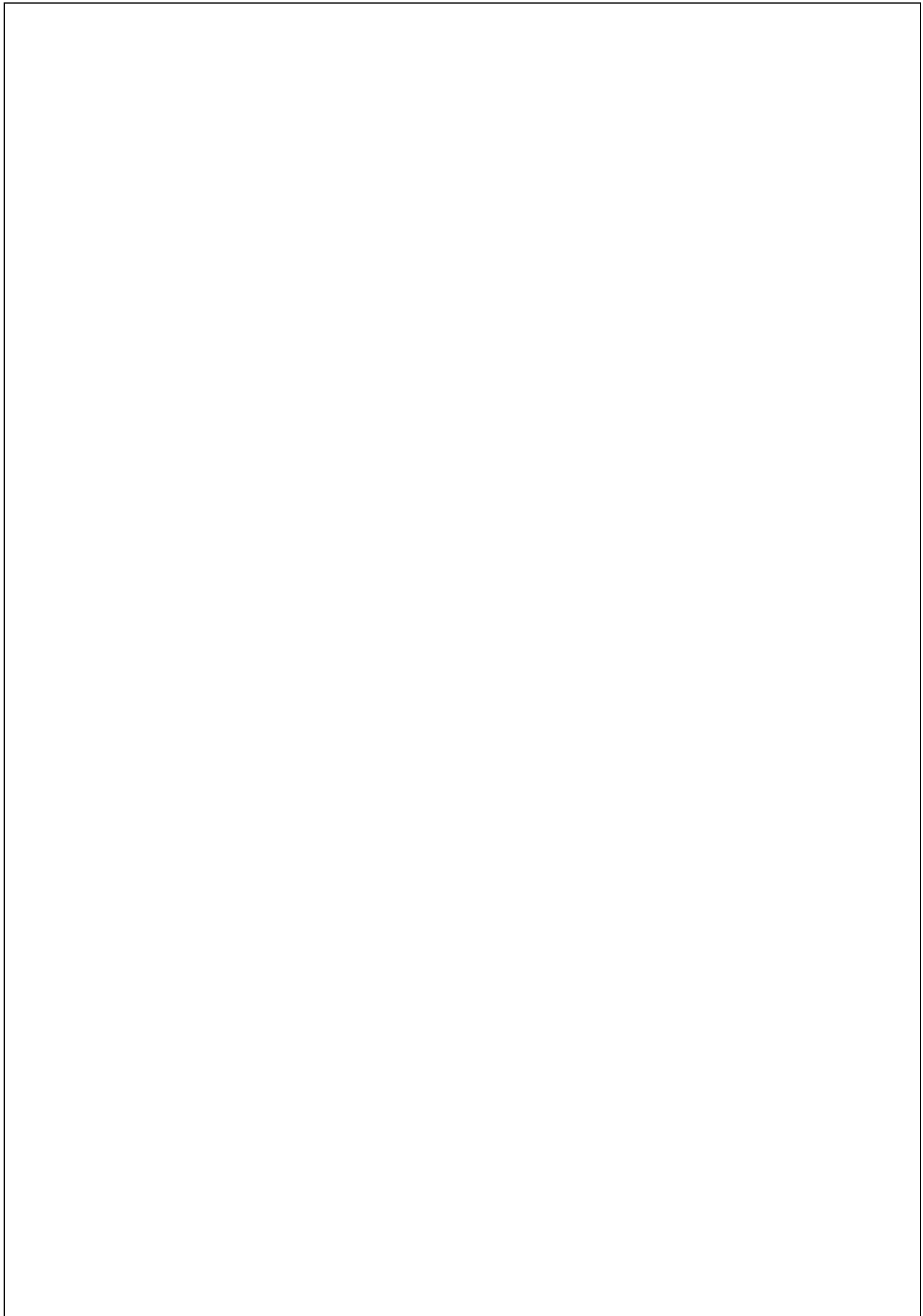
Insert address & signature

Signature: \_\_\_\_\_

(if signing for a company, sign and print full name and capacity for signing eg. Director )

Address \_\_\_\_\_

Dated \_\_\_\_\_



# Direct Debit Service Agreement

## Definitions

**account** means the account held at *your financial institution* from which we are authorised for funds to be debited from.

**agreement** means this Direct Debit Request Service Agreement between *you* and *us*.

**business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by *you* to *us* is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between *us* and *you* (and includes any Form PD-C approved for use in the *transitional period*).

**us** or **we** means KGB Security Locksmiths Pty Ltd have authorised by signing a *direct debit request*.

**you** means the customer who signed the *direct debit request*.

**your financial institution** is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

## 1. Debiting your account

1. By signing a *direct debit request*, *you* have authorised us to arrange for funds to be debited from *your account*. *You* should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between *us* and *you*.

1.2 *We* will only arrange for funds to be debited from *your account* as authorised in the *direct debit request*.

- 1.3 If the *debit day* falls on a day that is not a *business day*, we may direct *your financial institution* to debit *your account* on the following *business day*.  
If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

## 2. Changes by us

- 2.1 *We* may vary any details of this *agreement* or a *direct debit request* at any time by *you* at least fourteen (14) days' written notice.

## 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us* on 07 32764444.
- 3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least 30 days before the next *debit day*. This notice should be given to *us* in the first instance.
- 3.3 *You* may also cancel *your* authority for *us* to debit *your* account at any time by giving *us* 30 days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.

## 4. Your obligations

- 4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit-payment* to be made in accordance with the *direct debit request*.  
If there are insufficient clear funds in *your account* to meet a *debit payment*.
  - 4.2 (a) *you* may be charged a fee and/or interest by *your financial institution*;
  - (b) *you* may also incur fees or charges imposed or incurred by *us*; and
  - (c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the *debit payment*.

- 4.3 *You should check your account statement to verify that the amounts debited from your account are correct.*
- 4.4 *If KGB Security Locksmiths Pty Ltd is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay KGB Security Locksmiths Pty Ltd on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.*
- 5. Dispute**
- 5.1 *If you believe that there has been an error in debiting your account, you should notify us directly on 07 32764444 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.*
- 5.2 *If we conclude as a result on our investigation 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.*
- 5.3 *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.*
- 5.4 *Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.*

**6. Accounts**

- 6.1 *You should check:*
- (a) *with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.*
  - (b) *your account details which you have provided to us are correct by checking them against a recent account statement; and*
  - (c) *with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.*

**7. Confidentiality**

- 7.1 *We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.*
- 7.2 *We will only disclose information that we have about you:*
- (a) *to the extent specifically required by law; or*
  - (b) *for the purpose of this agreement (including disclosing information in connection with any query or claim).*

**8. Notice**

- 8.1 *If you wish to notify us in writing about anything relating to this agreement, you should write to KGB Security Locksmiths Pty Ltd, PO Box 686, Archerfield QLD 4108.*
- 8.2 *We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.*
- 8.3 *Any notice will be deemed to have been received two business days after it is posted.*