

## Direct Debit Request

I request Act Today debit my nominated credit/debit card provided below according to the schedule below and the terms & conditions overleaf and at <https://acttoday.com.au/terms-conditions>. Amount includes GST.

Company

Address

  
  

Card Type (tick)



Card Number

 -  -  - 

Expiry Date

 / 

CCV

Card Holder Name

Commencing

 /  / 

Debit an amount of

\$  7 7 . 0 0 per 15 minutes of support provided.

By signing this Direct Debit Request, I warrant and represent that I am duly authorised to request the debiting of payments from the above credit/debit card. I authorise Act Today to increase this amount with notice in writing to match any increase in Act! support pricing published at <https://acttoday.com.au>.

Signature

Signed by

Date Signed

 /  /

**Our commitment to you**

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Act Today and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

**Initial terms of the arrangement**

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for the recurring services subscription.

**Drawing arrangements**

- The first drawing under this Direct Debit arrangement will occur on completion of the first support session provided on or after the commencement date above and then every each support session provided thereafter, or as soon as possible following those dates.

**Your rights****Changes to the arrangement**

If you want to make changes to the drawing arrangements, please contact us on 02 9431 2224 or email [actaccounts@acttoday.com.au](mailto:actaccounts@acttoday.com.au) These changes may include:

- deferring the drawing
- altering the schedule
- stopping an individual debit
- suspending the Direct Debit Request
- cancelling the Direct Debit Request

Please note that late payment may result in services being suspended.

**Enquiries**

Direct all enquiries to us, rather than to your financial institution. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

**Disputes**

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us on 02 9431 2224 or email [actaccounts@acttoday.com.au](mailto:actaccounts@acttoday.com.au)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

**Your commitment to us**

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If you're drawing is returned or dishonoured by your financial institution Act Today may charge a fee for each unpaid item. Any transaction fees payable by us in respect of the above will be added to your Act Today account.