

DIRECT DEBIT REQUEST FORM

Request to debit money from accounts by the API direct debit system

API membership Number _____ Phone _____

I, _____
given names surname

of _____
address suburb/city postcode

authorise A.P.I. Promotions Pty Ltd (Debit user ID Number 012393) until further notice in writing, to debit my account described in the schedule below, any amount which it or The Australian Post-Tel Institute (Queensland) Inc. (collectively API) may debit or charge me through the Direct Debit System. I have read your service agreement and acknowledge its terms and conditions.

Signature of member X _____
date

» **DIRECT DEBIT REQUEST FOR** (please tick one or more) Any API service authorised by me in writing including:

» **MEMBERSHIP**

Membership is for a minimum of 12 months.

API full membership

Fortnightly

\$4.50#

Monthly

\$9.90#

Yearly

\$110

API retired membership (retired and over 55 y.o.)

\$4.95#

\$55

Gym membership (API Roma St only)

\$15.40

\$33.65

\$330

» **WEBSITE PAYMENTS (from bank a/c)**

Online Shop Orders

» **PROCESSED 18TH OF THE MONTH ONLY**

Fuel card*

Insurance Brokers (lic no. 240716)

API Travel (Quote Client File No.) _____

QLD Rail season pass

» **STANDARD GIFT CARD, TICKET & VOUCHER ORDERS***

NOTE: Once a standard order is in place, it may be changed at your written request.

Type

Denomination

Quantity

Frequency

Weekly Fortnightly Monthly

Weekly Fortnightly Monthly

Weekly Fortnightly Monthly

Weekly Fortnightly Monthly

Postage:

Registered Mail (\$2.20)

OR pick-up from:

Heritage Building Society _____ Branch

@ no cost

» **DETAILS OF ACCOUNT TO BE CHARGED** (Please select either Bank Account or Credit Card)

» **Bank account**

BSB number -

Account number

Personal account name _____

Name of financial institution _____ Branch location _____

» **Credit card details***

VISA

Mastercard

Amex & Diners not accepted.

* Credit card direct debits will incur a 1% credit card fee.

Card number

Expiry Date /

Name on card _____

Name of financial institution _____

Signature of account/card holder(s) X _____
date

Signature of account/card holder(s) X _____
date

NOTE: API processes the monthly Direct Debits on the 18th of the month, or on the Friday prior if the 18th falls on a weekend or public holiday.

OFFICE USE

DIRECT DEBIT REQUEST FORM

Benefits of Direct Debit

- > Pay your accounts on time with ease
- > Save time and money and let API organise it all for you
- > There are no cheques to write or deposits to make
- > Set up a Standard Order for tickets, vouchers & gift cards

You can take advantage of this easy payment system to pay the following accounts:

API Membership
API Insurance Brokers
Gym Membership
Qld Rail Season Pass
API Fuel Card
API Travel
Tickets, voucher & gift cards

How Do I Start?

Please complete the Direct Debit Service Agreement form and send to:

API Leisure & Lifestyle
GPO Box 660
Brisbane QLD 4001

or fax to: 07 3831 3336

For more information:

- > phone 1300 130 566 or
- > visit www.ApiAustralia.com.au or
- > email api@apiaustralia.com.au

» API Direct Debits for Tickets & Voucher Purchases:

For greater convenience, direct debits now can be done weekly, fortnightly or monthly, depending on the type of service.

Please note that credit card direct debits incur a 1% credit card fee for Fuel Card and Standard Orders.

Ensure you always have bus tickets or Kings Parking vouchers to help you save on getting to and from work. Also consider our extensive range of discounted tickets, vouchers and gift cards that can be set up as a Standard Order and direct debited from you account, and delivered to you at intervals that you select.

You can alter your Standard Order, adding new items such as cinema tickets or theme park tickets. Just let us know at least two days prior to the direct debit date.

Please note that standard orders for supermarket gift cards, tickets and vouchers incur postage fees. All orders must be sent by Registered Post at a cost of \$2.20. However, if you have nominated your order to be picked up from a Heritage Building Society Branch or the API Member Service Centre, no postage charge will occur.

Direct Debit Request Service Agreement

By signing our Direct Debit Request you acknowledge and agree to the following terms and conditions:

1. You authorise API to debit your nominated account in the manner described in the Direct Debit Request.
2. You agree it is your responsibility to have sufficient cleared funds in your nominated account prior to the direct debit being processed by API each time to enable payment of debit items in accordance with the Direct Debit Request Form. The Debit Item will be processed on the prior business day where the due date for payment falls on a day which is not a business day in Queensland.
3. A direct debit dishonour fee of \$11.00 will be charged for each dishonoured or rejected direct debit. Your bank may also charge you a fee for this dishonour. API is under no obligation to reimburse any dishonour fees charged to you by your bank. All dishonour fees are the responsibility of the member.
4. If your payment has been dishonoured or rejected, you authorise API to present a further debit for payment including any dishonour fees, or we may request alternative means of payment within seven days (e.g. Cash, Cheque, Netbank transfer or Credit Card)
5. We will provide you with at least 14 days prior notice in writing if we propose to vary any of the terms of the debit arrangements in place between us.
6. You will need to give API at least two working days notice before we are due to process your direct debit if you wish to defer, alter or cancel any of the debit arrangements. In the case of the API Fuel Card, cancelling or deferring a direct debit will result in API suspending your fuel cards. Once your Fuel Account is subsequently paid, your fuel cards can be reactivated with API's consent.
7. If you wish to dispute any Direct Debit Item, you should refer to us in the first instance and we will seek to resolve the matter with you. If we cannot resolve the dispute you can contact your financial institution who will then commence a formal claims procedure on your behalf.
8. Some financial institution accounts or credit cards do not facilitate direct debit. If you are uncertain, you should check with your financial institution or credit card provider before signing a Direct Debit Request to ensure that your nominated account is able to receive direct debits through the Bulk Electronic Clearing System.
9. We will ensure the details of your personal records and account details held by us remain confidential. However, if you lodge a claim in relation to an alleged incorrect or wrongful debit, it may be necessary for us to release such information to your financial institution or its representative, or to our financial institution or its representative, to enable your claim to be assessed.
10. API processes the monthly Direct Debits on the 18th of the month, or on the **Friday** prior if the 18th falls on a weekend or public holiday in Queensland. Weekly Direct Debits will be processed each Friday. Fortnightly Direct Debits will be processed each alternate Friday, the day after Pension Days. Weekly and fortnightly Direct Debits will be processed the prior business day to Friday where the Friday is a public holiday. If you are unsure the date your Direct Debits are to be processed, please contact API on 07 3005 6666 or contact your financial institution.