



SALON: _____

MEMBERSHIP DETAILS

Members Name : _____

Members Address: _____ Post Code: _____

Phone: _____ Mobile: _____ Email: _____

MEMBERSHIP DETAILS

- I understand that every month on the ____ day my bank account/ credit card detailed below will be debited at the amount of \$ _____
- For this I will receive \$ _____ worth of services at the salon members discounted rate.
- If I do not attend the salon within any given month my salon membership will be credited and the amount paid will be carried forward until redeemed or at the salons discretion.
- I verify that the account details given are true and correct.
- If at any time my bank account or credit card payment is not accepted I will be notified by a letter. An administration fee will apply if the payment has been declined due to insufficient funds.
- I acknowledge that I may choose to cancel my membership at any time. I must give a minimum of 14 days written notice before the nominated date of payment for my membership.
- I understand that my membership is not redeemable for cash and that the member's price list may vary.

I WISH MY CREDIT CARD TO BE DEBITED AND MY DETAILS ARE BELOW _____

Mastercard Visa

Name on card: _____

Number:

Expiry date Signature: _____

I WISH MY BANK ACCOUNT TO BE DEBITED AND MY DETAILS ARE BELOW _____

Direct Debit Request

I/We request you Pay Solutions with User ID 203 206 to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

Name of Financial Institution _____

Branch _____

Name on the account _____

BSB No: (6 Digits) -

Account Number:

◆ The account above will be debited at \$ _____ commencing on ____/____/____

◆ **I wish to be contacted for members & salon promotions** **Y** **N**

Members Signature _____

Date: ____/____/____

11.2 Customer DDR Service Agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between pay solutions User ID 203 206 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 of your salon monthly membership.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the nominated day.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, you may contact customer service on 1300 131 425 to discuss the terms.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact the salon of which you are a member. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your account number.

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 1300 131 425
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.
- If you dispute any transaction through your bank and the dispute is found in favour of Pay Solutions an \$8.00 administration fee will be charged to your account.

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 your drawing is returned or dishonoured by your financial institution, you will be sent a letter, requesting payment be made. Any transaction fees payable by us in respect of the above will be added to your account.