

**Section 1: Business Details**

Name, Person 1	Name, Person 2
Position, Person 1	Position, Person 1
Business Name	ABN
Trading Name	Amovita Client ID
Street Address	
Postal Address	
Office Phone	Mobile Phone
Primary Email	
Secondary Email	
<b>Your Accounts Payable Department Information</b>	
CFO or Finance Manager Name	Position
Office Phone	Mobile Phone
Email Address	
Secondary Email	
Comments	<i>Please provide any comments that we should be aware of for your organisation; or for contacting your Accounts Payable Department</i>
Payment Date	<i>Payments will be direct debited from your nominated bank account or credit card within 48 hours of being issued with a Notice of Intention to Direct Debit by Amovita Enterprises Pty Ltd, trading as Amovita Consulting.</i>

**Section 2: Authorisation to Proceed**

Yes, I/We confirm that I/we are authorised by the business specified in Section 1 of this Direct Debit Request (DDR) to have funds direct debit from our accounts as specified in Section 3 of this Direct Debit Request (DDR), in accordance with the dates specified in Section 3 of this Direct Debit Request (DDR). I/we have read and agree to the terms of the Direct Debit Request (DDR).

Name	Name
Signature	Signature
Date	Date

## Section 3: Payment Options

### Option 1 - Cheque/Savings Account

I/We request and authorise Amovita Enterprises Pty Ltd, trading as Amovita Consulting, to arrange through its own financial institution, a debit from our account specified below to Amovita's nominated account, any amount Amovita Consulting has deemed payable by us.

This debit charge will be made through the Bulk Electronic Clearing System (BECS) from my credit card I have nominated below and in accordance with the terms and conditions of the Direct Debit Request (DDR).

Financial Institution													
Branch													
Account Name													
BSB Number				-									
Account Number													
Signature							Date						
Signature							Date						

If debiting from a joint bank account, both signatures are required

### Option 2 - Credit Card Authorisation

I request and autorise Amovita Enterprises Pty Ltd, trading as Amovita Consulting, to arrange through it's own financial insitiution a direct debit from the account specified below to Amovita Enterprises's nominated account any amount Amovita Enterprises Pty Ltd, trading as Amovita Consulting has deemed payable by me.

This debit charge will be made through the Bulk Electronic Clearing System (BECS) from my credit card I have nominated below and in accordance with the terms and conditions of the Direct Debit Request (DDR).

Credit Card Number															
Expiry Date			/									CCV Number			
Cardholder Name															
Signature							Date								

## Section 4: Direct Debit Request (DDR)

This is your Direct Debit Request (DDR) with Amovita Enterprises Pty Ltd, trading as Amovita Consulting. It explains what your obligations are when undertaking a Direct Debit Request (DDR) arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

Please keep this Direct Debit Request (DDR) for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation.

Amovita Enterprises Pty Ltd, trading as Amovita Consulting is committed to deliver services and programs designed to be versatile to meet your business needs and budget. This is an approach that focuses on tasks and results for you – not the time taken to perform the work.

Traditionally Consultancies are focused on time spent performing work for their clients. This makes it difficult to estimate labour charges before work is performed, thus rewarding Consultancies who perform work slowly, rather than those that work effectively and efficiently. By offering fixed priced programs, it is in Amovita Enterprises Pty Ltd, trading as Amovita Consulting's interest that your business is working at its best at the shortest practicable time frame.

The Amovita Enterprises Pty Ltd, trading as Amovita Consulting Service Delivery Direct Debit Request (DDR) form is the backbone of the working relationship between Amovita Enterprises Pty Ltd, trading as Amovita Consulting and you, our Client. It is offered on different levels to match your business requirements and budget. The Direct Debit Request (DDR) is therefore a commitment to you to ensure work is performed efficiently and that the performance of your business is always at its peak.

## Section 5: Customer Direct Debit Request (DDR)

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Amovita Enterprises Pty Ltd, trading as Amovita Consulting and you, the client. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.



### How to Contact Us

Direct any enquiries to us, rather than our financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:

Phone:	1800 937 266	Mobile:	0498 133 070
Email:	<a href="mailto:info@amovita.com.au">info@amovita.com.au</a>	Mail:	PO Box 5894 Manly QLD 4179

All communication to use should include your Amovita Client Number, referenced in Section 1 of this Service Delivery Direct Debit Request (DDR).

### Definitions

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

**Request** means the 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 the payment by you to us is due.

**Direct Payment** means a particular transaction where a debit is made.

**Direct Debit Request** means the Direct Debit Request between *us* and *you*.

**Us** or **We** means Amovita Enterprises Pty Ltd, trading as Amovita Consulting, *you* have authorised by requesting a Direct Debit Request.

**You** means the customer who has signed or authorised by other means the Direct Debit Request.

**Your financial institution** means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.

### Debiting Your Account

By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request. **OR** We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us when it is due.

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

### Amendments by Us

We may vary any details of this request or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

### Amendments by You

You may change, stop or defer a direct debit payment, or terminate this request by providing us with at least fourteen (14) days notification by writing to us, or arranging it through your financial institution, which is required to act promptly on your instructions.

### Your Obligations

It is your responsibility to ensure that there are sufficient 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:

- You may be charged a fee and/or interest by your financial institution
- You may also incur a \$50 administration fee and/or other fees and charges imposed or incurred by us; and
- You must arrange for the direct 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 direct debit payment.

You should check your account statement to verify that the amounts debited from your account are correct.

### Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on 1800 937 266 or via email: [info@amovita.com.au](mailto:info@amovita.com.au) and confirm by notifying us in writing 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 been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

### Accounts

You should check:

- 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.
- Your account details details which you have provided to us are correct by checking them against a recent account statement; and
- With your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

### Confidentiality

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 and secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorized use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- To the extent specifically required by law; or
- For the purposes of this Direct Debit Request (DDR) (including disclosing information in connection with any query or claim).

### Notice

If you wish to notify us in writing about anything relating to this Direct Debit Request (DDR), you should write to:

Amovita Consulting  
PO Box 5894  
Manly QLD 4179

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request. Any notice will be deemed to have been received on the third business day after posting.