



Direct Debit Request (DDR)

You may contact the Northerners Inc ABN 17 093 868 544 as follows:

Phone: (03) 9682 5288
Email: info@northerners.com.au
Mail: 90 Queensbridge Street, Southbank Vic 3006
Attention: Michael Williams

All communication addressed to us in respect of any DDR should obtain the relevant invoice reference numbers.

Part A. Your details

Customer Reference No	
Customer Name	
Package Details	
Phone	
Email Address	
Postal Address	

Part B. Schedule

Payments will be charged to you	<ul style="list-style-type: none">➤ On the due dates set out below for your membership instalments; and➤ Within 7 Business Days of being requested by you to direct debit an additional amount in respect of various online bookings for functions and events.
Terms	<ul style="list-style-type: none">➤ Credit card surcharges of 3.5% apply for all Diners Club transactions.➤ If the due date or requested date is not a Business Day (or banking day), the debit will take place on the next Business Day (or banking day)

	<p>➤ All membership subscriptions must be fully paid for prior to the end of September 2010 (unless otherwise agreed by a member of the Northerners Committee) in accordance with the schedule of due dates and amounts below.</p>
Due Dates	<p>Membership:</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Date Amount AUD (\$)</p> <p>Other:</p> <p>Within 7 Business Days of the date on which you request that the Northerners Inc direct debits your account for a function, event, merchandise or other item either via the Northerners website, verbally or otherwise in writing, we will direct debit your nominated account.</p>

Part C. Cheque/Savings/Other Account Details

Option 1.

I/We request that the Northerners Inc ABN 17 093 868 544 arrange for funds to be debited from my/our nominated account at the financial institution according to the Schedule of Due Dates above and the attached Direct Debit Services Agreement.

Financial Institution	
Branch	
BSB	
Account Number	
Account Signatory 1	
Date	
Account Signatory 2 (if applicable)	
Date	

Option 2.

I request that the Northerners Inc ABN 17 093 868 544 arrange for funds to be debited from my nominated credit card according to the Schedule of Due Dates above and the attached Direct Debit Services Agreement.

Credit Card Number	
Expiry Date	
CCV	
Cardholders Name	
Signature	
Date	

Part C. Direct Debit Service Agreement

This Part C outlines our service commitment to you, in respect of the direct debit request (DDR) arrangements made between Northerners Inc ABN 17 093 868 544 and you. It sets out our commitment to you and your responsibilities to us together with where you should go for assistance.

How to contact us

All direct debit enquiries should be made to the Northerners, rather than your financial institution. These should be made at least 7 Business Days prior to the next scheduled drawing date. You may contact us as follows:

Attention: Michael Williams, Treasurer
Email: michael.williams@northerners.com.au
info@northerners.com.au
Phone: (03) 9682 5288
Mail: 90 Queensbridge Street, Southbank Vic 3006

All communication to us should include reference to the relevant invoice(s) you may have concerns about.

Our commitment to you

Initial terms of arrangement

In terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount (or as otherwise set out above).

Drawing arrangements

- The first drawing under this DDR arrangement will occur on the date nominated under the Due Dates above.

- 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 (which may be by email) when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency and next drawing date.
- If you wish to discuss any changes to the initial arrangement at any time, please contact us.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us. These changes may include:

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

Confidentiality

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 by contacting us.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 Business Days (for claims lodged within 12 months of the disputed drawing); or
 - within 30 Business Days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

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 each drawing date there are 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, we may re-draw on your account after four (4) Business Days, or contact you to arrange alternate payment. Any transaction fees payable by us in respect of the above may be added to your account.

Part D. Completed DDR Forms

Please return your completed DDR form by mail to:

Michael Williams
Treasurer, Northerners
90 Queensbridge Street
Southbank Vic 3006

By returning this form you are consenting to its terms.