

**Direct Debit Request Form**

**Part A: Your Details**

|  |  |
| --- | --- |
| Name |  |
| Email Address |  |
| Mobile Number |  |
| Postal Address |  |

**Part B: Program Level**

**Please Select 1:**

Main Squad – Sprint to 70.3

Ironman

High Performance

Fluid Cycling Program

**Please Select 1:**

Development Swimmer

Main Squad Swimmer

**Select 1:**

3 Sport – Squad 2 Sport – Bike & Run

3 Sport Correspondence 2 Sport Inc Swim

1 Sport - Swim

1 Sport – Bike OR Run

Fluid Racing (Cycling)

**Part C: Schedule**

Date of First Payment \_\_\_\_/\_\_\_\_/20\_\_\_\_

**Payment Frequency**

Monthly

Weekly

Payment Amount for each debit $\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the scheduled date is not a banking day, the debit will take place on the next banking day*

**Part D: Bank Account Details**

I/We request and authorise FLUID MOVEMENTS (314011) to arrange, through its own financial institution, a debit to your nominated account the amount FLUID MOVEMENTS (314011), has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

|  |  |
| --- | --- |
| Banking details | |
| Financial Institution |  |
| Branch |  |
| Account Name |  |
| BSB No. |  |
| Account Number |  |

I/We request and authorise Acknowledgement. By signing and/ or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and FLUID MOVEMENTS (314001) as set out in this request and in your Direct Debit Request Service Agreement.

**SIGNATURE DATE**

**(Acct Holder #1)**

**SIGNATURE DATE**

**(Acct holder #2 if joint acct)**

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

**Please return your completed application to fluidaccts@gmail.com**

**Customer Direct Debit Request (DDR) Service Agreement**

This is your Direct Debit Service Agreement with FLUID MOVEMENTS (314011). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

Please keep this agreement 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.

**How to Contact us**

You can contact us directly or alternatively contact your financial institution.

Phone 0415 685 656

Email [fluidaccts@gmail.com](mailto:fluidaccts@gmail.com)

**Definitions**

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

***agreement*** *means this Direct Debit Request Service Agreement between you and us.*

***banking day*** *means a day other that a Saturday, Sunday or a public holiday listed throughout Australia.*

***debit day*** *means the day payment by you to us is due.*

***debit 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 FLUID MOVEMENTS (314011) who 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 DDR 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 DDR and this agreement 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 DDR.

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.

**Amendments by Us**

We may vary any details of this agreement or DDR at any time by giving you at least fourteen (14) days written notice.

**Amendments by you**

You may change, stop, defer your program / change your program level or terminate this agreement by providing us with at least fourteen (14) days written notice to

[sean@fluidmovements.com](mailto:sean@fluidmovements.com) *NB:*

* once you have received a program you are liable for payment relating to the period of time to which the program extends.
* Should you wish to temporarily suspend your program (e.g. sickness. Holiday etc), please contact Sean Foster [sean@fluidmovements.com](mailto:sean@fluidmovements.com).

**Obligations**

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the DDR.

If there are insufficient funds in your account to meet a debit payment:

* You may be charged a fee and or interest by your financial institution
* You may incur fees imposed by us
* You must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account at an agreed time so that we can process the 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 0415 685 656 and confirm that notice in writing with us 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 investigation that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence that is found, in writing.

**Accounts**

You should check:

* With your financial institution whether direct debiting is an available option from your account.
* Your account details which you have provided to us are correct.

**Confidentiality**

We will keep any information (including your account details) in your DDR confidential.