

Express Direct Debit Request



Please complete this form using **BLACK** ink and print in block letters in the boxes provided. Once completed please return to TNT Express, Banking & Allocations, PO Box 559, Mascot NSW 1460 or email AUTNTBanking@tnt.com.au

Section A - TNT Express Customer Details

Customer(s) Name

Customer(s) Billing Address

Suburb

State

Postcode

Telephone - Include Area Code

Mobile

ABN

TNT Express Account Number

Section B - Express Direct Debit Payment Options (Please select one payment option only - 1 or 2)

1 Payment from your Bank Account (Direct Debit)

Account Holder Name (as it appears on Account Statement)

Name of Financial Institution

Financial Institution Branch Name

Financial Institution BSB Number

Financial Institution Account Number

Direct Debit is not available on a full range of accounts. If in doubt please check with your financial institution.

I / We request TNT Australia Pty Limited ("TNT Express") to debit sufficient funds through the Bulk Electronic Clearing System ("APCA ID: 300970"), from the account nominated above, to pay the amount due for each tax invoice on the TNT Express Account Number nominated above.

I / We understand that by signing this Express Direct Debit Request I am / we are agreeing to the Terms and Conditions on the reverse side of this form.

Signature

Date

Signature

Date

Please note: If the nominated account requires two signatures then both relevant signatures must be shown above.

2 Payment by Credit Card (Standing order authority for recurrent periodic payment)

Card Type

MasterCard Visa

Credit Card Number

Expiry Date

Card Holder's Name (as it appears on card)

I / We request TNT Australia Pty Limited ("TNT Express") to debit sufficient funds from the credit account nominated above, to pay the amount due for each tax invoice on the TNT Express Account Number nominated above.

I / We understand that by signing this Express Direct Debit Request I am / we are agreeing to the Terms and Conditions on the reverse side of this form.

Card Holder Signature

If you have any enquires please call 1300 139 600



Direct Debit Request Service Agreement

1. Express Direct Debit Agreement

This Agreement applies to the payment arrangement between TNT Australia Pty Limited ABN 41 000 495 269 ("we" or "us" or "our" or "TNT") and the party specified as the "Customer" ("you" or "your") on the front of this Agreement. You have chosen to make those payments by use of the Direct Debit system. Both methods below are referred to in this Agreement as an "Express Direct Debit", those payments can be either by:

- (a) direct debit from the bank account, credit union or building society account nominated on the front page of this Agreement, as in section **B1**; or
- (b) automatic payment from the credit card nominated on the front page of this Agreement, as in section **B2**.

2. Privacy

The personal information and the financial information you provide to us will remain confidential between us and the financial institution nominated on the front of this Agreement, except:

- (a) where required or permitted by law;
- (b) required for conducting direct debits or processing credit card payments with your financial institution or credit card provider;
- (c) for related queries, disputes or claims; or
- (d) at your request.

For more details on the TNT Privacy Policy and Guidelines, please refer to www.tnt.com.au.

3. Timing of Payment

We will make each Express Direct Debit on the due date notified to you or if that day is a Saturday, Sunday or public holiday, the following business day.

4. Disputed Amounts Resolution

If you believe that there has been an error in debiting your account you should notify us direct on 1300 139 600 and confirm that notice in writing to us as soon as possible by emailing Banking-Chqs-Credit@tnt.com.au

If we conclude, as a result of our investigations, that your account has been incorrectly debited we will arrange for a refund of the amount due to adjust your account 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 not been incorrectly debited we will respond to your query by providing you with reasons for this finding. Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you.

If we cannot resolve the matter you can refer your query to your financial institution which should obtain details from you of the disputed transaction and may lodge a claim with us on your behalf.

5. Varying payment arrangements

We may vary payment arrangements by giving you at least 14 days notice.

6. Your nominated account

You must ensure that your nominated account can accept direct debits through the Bulk Electronic Clearing System ("BECS") or your nominated credit card is current and valid and the credit card details and cardholders name are accurate. If you are unsure, please check with your financial institution.

This standing order authority shall stand, in respect of the Credit (Card) Account specified in Section B, number 2 of the Direct Debit Request form and in respect of any Card issued to me in renewal or replacement thereof, until I notify the Merchant in writing of its cancellation.

7. Sufficient Funds

You must ensure there are sufficient funds in your nominated account or credit available on your nominated credit card to meet the payment on the due date.

If the payment is rejected on the due date, we will contact you to make alternative payment arrangements.

8. Change in account details

You must advise us if your nominated account details have changed or closed. You must advise us of any changes to the credit card details you have provided to us, including expiry, suspension or cancellation of your card.

9. Stopping Express Direct Debit

If you wish to stop paying us by Express Direct Debit or vary any details you must give us at least 7 working days written notice before the due date of a payment to:

- (a) stop or defer the Express Direct Debit;
- (b) suspend future Express Direct Debits;
- (c) alter any details on the Direct Debit Request form overleaf; or
- (d) cancel Express Direct Debit completely.

Please make all requests in writing and email them to Banking-Chqs-Credit@tnt.com.au or mail to Banking & Allocations, PO Box 559, Mascot NSW 1460.

10. Other Information

Your relationship with TNT is also governed by the terms and conditions of the Rate Agreement or Transport Services Agreement between you and us.