



StrataPay Pty Ltd ABN 52 097 607 451  
Australian Financial Services Licence: 247378



## Direct Debit Request

Request to debit the account named below to pay

### StrataPay Pty Ltd - Trust Fund Account

Surname or Company Name \_\_\_\_\_  
Given names or ABN \_\_\_\_\_ ("you")  
Address \_\_\_\_\_ Contact Name \_\_\_\_\_  
\_\_\_\_\_ Telephone No. \_\_\_\_\_  
Email \_\_\_\_\_

I/We request and approve that moneys due in terms of the payment arrangements covered by this document be drawn by **StrataPay Pty Ltd** (User ID 056118) under the Bulk Electronic Clearing System (BECS) from my/our account detailed below.

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and **StrataPay Pty Ltd** as set out in this Request and in your Direct Debit Request Service Agreement.

☐ New Request

☐ Amendment Request

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StrataPay Reference Number

#### Proceeds to be dispersed to:

Owners Corporation PS \_\_\_\_\_

#### Recurring Debits – Instalment Plan

Your annual fees with respect to the above StrataPay Reference Number will be debited in equal monthly instalments (except where for rounding purposes the last payment is less than those preceding it) on the dates advised in your notices each year, together with any service charges that may apply, beginning August ending May of each financial year. This direct debit authority will continue in subsequent years unless written notification is received to cancel this authority. Any direct debit request received in any year after the first instalment will be divided into equal monthly instalments (except where for rounding purposes the last payment is less than those preceding it) over the remaining period to May of the succeeding year.

PLEASE SELECT EITHER OPTION 1 OR 2 BELOW

#### OPTION 1 - DIRECT DEBIT FROM BANK, BUILDING SOCIETY OR CREDIT UNION ACCOUNT

Financial institution name \_\_\_\_\_

Address \_\_\_\_\_

Name of Account \_\_\_\_\_

BSB Number 

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 Account Number 

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Account Holder Signature/s \_\_\_\_\_ / /

#### OPTION 2 – PLEASE DEBIT MY CREDIT CARD INDICATED BELOW

☐ Visa ☐ MasterCard ☐ Amex ☐ Diners

Please note: Credit card payments will be subject to a Merchant Service Fee.  
See the Sanctuary Lakes website for details. [www.sanctuarylakesresort.com.au](http://www.sanctuarylakesresort.com.au)

Card Number 

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Name of Cardholder \_\_\_\_\_ Expiry Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Cardholder Signature \_\_\_\_\_ / /

Identification Question Secret Question: \_\_\_\_\_ e.g. What is my mother's Maiden Name?  
Answer: \_\_\_\_\_ e.g. Smith

Please either email or mail the signed document to Sanctuary Lakes Resort Services Ltd as per the below.

Email: [accounts@sanctuarylakes.com.au](mailto:accounts@sanctuarylakes.com.au)  
Mail: 72 Greg Norman Drive, Sanctuary Lakes VIC 3030

## DIRECT DEBIT REQUEST – SERVICE AGREEMENT

### Definitions

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

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

*biller* means the *StrataPay* merchant to which your *StrataPay* Reference Number pertains to.

*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 payment by *you* to *us* is due.

*debit payment* means a particular transaction where a debit is made.

*direct debit request* (DDR) means the Direct Debit Request between *us* and *you*

*funds* means any amount held on behalf of *you* by *your financial institution* from which *StrataPay* may debit amounts.

*payment service* means the provision of payment options facility through *StrataPay* via its internet sites, by telephone or mail or its agents.

*us* or *we* means **StrataPay Pty Ltd** (User Id: 056118) *you* have authorised by signing a *direct debit request*.

*you* means the customer who signed the *direct debit request*.

*your financial institution* is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

### 1. Debiting your account

1.1 By signing a *direct debit request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between *us* and *you*.

1.2 We will only arrange for funds to be debited from *your account* as authorised in the *direct debit request*.

1.3 If the *debit day* falls on a day that is not a *business day*, we may direct *your financial institution* to debit *your account* on the following *business day*.

If *you* are unsure about which day *your account* has or will be debited *you* should contact *StrataPay*.

### 2. Changes by us

2.1 We will not vary any details of this *agreement* or a *direct debit request* without giving *you* at least fourteen (14) days written notice.

### 3. Changes by you

3.1 If *you* wish to change the arrangements under a direct debit request *you* must notify *us* in writing at least seven (7) days before the change is to be effective.

3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least seven (7) days before the next *debit day*. This notice should be given to *us* in the first instance.

### 4. Your obligations

4.1 It is *your* responsibility to ensure that:

- (a) the DDR is signed in terms of account signing authority (ie: joint accounts);
- (b) *StrataPay* is advised if your account is transferred or closed;
- (c) *you* arrange a suitable alternative payment arrangement if the DDR is cancelled;
- (d) there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *direct debit request*.

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

- (a) *you* may be charged a fee and/or interest by *your financial institution*;
- (b) *you* may also incur fees or charges imposed or incurred by *us*; and
- (c) *you* must arrange for the *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 *debit payment*.

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

4.4 If **StrataPay Pty Ltd** is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then *you* agree to pay **StrataPay Pty Ltd** on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

### 5. Cancellation

5.1 *You* may cancel *your* authority for *us* to debit *your account* at any time by giving *us* seven (7) days notice in writing using the *Direct Debit Cancellation Request Form* before the next *debit day*. The form is available at the *StrataPay* website. This notice should be given to *us* in the first instance.

5.2 *StrataPay* can decide at its discretion to cancel this DDR should the dishonour history warrant.

5.3 *Your biller* can cancel this DDR at any time and we will advise *you* if this occurs.

<b>6. Dispute</b>	<p>6.1 If you believe that there has been an error in debiting <i>your account</i>, you should notify <i>us</i> directly on 1300 135 610 and confirm that notice in writing with <i>us</i> as soon as possible so that <i>we</i> can resolve <i>your</i> query more quickly.</p> <p>6.2 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your</i> query by passing an adjustment to <i>your account</i> (inclusive of any interest / charges accrued as a result of the incorrect amount being debited) accordingly. <i>We</i> will also notify you in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>6.3 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited <i>we</i> will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding.</p> <p>6.4 Any queries <i>you</i> may have about an error made in debiting <i>your account</i> should be directed to <i>us</i> in the first instance so that <i>we</i> can attempt to resolve the matter between <i>us</i> and <i>you</i>. If <i>we</i> cannot resolve the matter <i>you</i> can refer it to <i>your financial institution</i>.</p>
<b>7. Accounts</b>	<p>You should check:</p> <ul style="list-style-type: none"> <li>(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.</li> <li>(b) <i>your account</i> details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and</li> <li>(c) with <i>your financial institution</i> before completing the <i>direct debit request</i> if <i>you</i> have any queries about how to complete the <i>direct debit request</i>.</li> </ul>
<b>8. Confidentiality</b>	<p>8.1 <i>We</i> will keep any information (including <i>your account</i> details) in <i>your direct debit request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>8.2 <i>We</i> will only disclose information that <i>we</i> have about <i>you</i>:</p> <ul style="list-style-type: none"> <li>(a) to the extent specifically required by law; or</li> <li>(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim and managing your direct debit arrangements with your <i>biller</i>).</li> </ul> <p>8.3 <i>We</i> will collect, use and disclose any personal information in accordance with <i>StrataPay's</i> privacy policy which is available upon request from <i>you</i> to <i>StrataPay</i>.</p>
<b>9. Notice</b>	<p>9.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to <b>StrataPay, Locked Bag 9, Gold Coast MC QLD 9726</b></p> <p>9.2 <i>We</i> will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>direct debit request</i>.</p> <p>9.3 Any notice will be deemed to have been received two <i>business days</i> after it is posted.</p>
<b>10. Indemnity</b>	<p>By signing the <i>direct debit request</i> <i>you</i> hereby indemnify <i>StrataPay</i> and acknowledge that <i>StrataPay</i> will not be liable for any loss or damage, whether direct, indirect or consequential (including legal fees and other costs incurred) arising out of:</p> <ul style="list-style-type: none"> <li>(a) loss of funds, delay and/or unavailability of <i>payment services</i> by <i>StrataPay</i>;</li> <li>(b) the inaccuracy, inadequacy or incompleteness of the information contained on the <i>StrataPay</i> internet site or any of its printed material;</li> <li>(c) a breach of this <i>agreement</i> by <i>you</i> including any act, neglect or default by <i>you</i></li> <li>(d) any successful claim by any third party against <i>StrataPay</i> in respect of any matter arising from the operation, use, transfer of data or monies to and from <i>StrataPay</i> and/or <i>StrataPay</i> by <i>you</i>; or</li> <li>(e) <i>your</i> conduct in general.</li> </ul>
<b>11. General</b>	<p>This <i>agreement</i> is governed by the law of Queensland. <i>You</i> may not assign <i>your</i> rights or obligations under this <i>agreement</i> without the written agreement of <i>StrataPay</i>. If any part of this <i>agreement</i> is unenforceable, the remainder will not be affected.</p>
<b>12. Contact Information</b>	<p>You can contact StrataPay Pty Ltd through the following channels:</p> <p><b>Mail:</b> StrataPay, Locked Bag 9, Gold Coast MC QLD 9726</p> <p><b>Email:</b> payments@stratapay.com</p> <p><b>Facsimile:</b> 07 5575 7433</p> <p><b>Telephone:</b> 1300 135 610</p>