

Direct Debit Request



Request and authority to debit the account named below to pay LexisNexis

Request and authority to debit

Name

ACN/ARBN

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I/We request and authorise LexisNexis [Debit User Identification Number 245340] to arrange for any amount LexisNexis may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement [and any further instructions provided below].

Insert the name and address of financial institution at which account is held and you nominate to be debited

Financial institution name

Address

Insert details of bank account to be debited

Name of bank account

BSB number

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Account Number

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Insert details of credit card to be debited (Only complete this section if you want to pay by credit card)

☐

Mastercard

☐

Visa

☐

Amex

Expiry Date

/

Card Number

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Name on card

Payment Details

Debits will be made on 15th day of each month (or the next business day) after LexisNexis receives this form. At time of debiting, if funds are not available, LexisNexis may attempt to debit the required amount on other business days.

Acknowledgment

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

Insert your signature and address

Signature

(If signing for a company, sign and print full name and capacity for signing eg. director)

Title

Full Name

Address

Date

Please return this form to:

Mail: LexisNexis

Attn: Credit Department

Locked Bag 2222

Chatswood Delivery

Centre NSW 2067

Fax: 02 9422 2168 or 1 800 800 122

For further assistance please contact us through

Customer Support

Phone: 1800 772 772

Email: customersupport@lexisnexis.com.au

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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.

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 means the Direct Debit Request between us and you

us or *we* means LexisNexis, the Debit User 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*

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 and when it is due.

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 ask your *financial institution*

2. Changes by us

2.1 We may vary any details of this *agreement* or a *direct debit request* at any time by giving you at least fourteen (14) days' written notice.

3. Changes by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a *direct debit request* by contacting us on 1800 772 772.

3.2 If you wish to stop or defer a *debit payment*, you must notify us in writing at least fourteen (14) days before the next *debit day*. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your *account* at any time by giving us fourteen (14) days notice in writing 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 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

If LexisNexis is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then you

4.4 agree to pay LexisNexis on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Disputes

5.1 If you believe that there has been an error in debiting your *account*, you should notify us directly on 1800 772 772 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly

5.2 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

5.3 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 and any evidence for this finding.

5.4 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 still refer it to your *financial institution* which will obtain details from you of the disputed transaction and may lodge a claim on your behalf

6. Accounts

You should check:

- a) 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.
- b) your *account* details which you have provided to us are correct by checking them against a recent *account* statement; and
- c) with your *financial institution* before completing the *direct debit request* if you have any queries about how to complete the *direct debit request*.

7. Confidentiality

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

7.2 We will only disclose information that we have about you:

- a) to the extent specifically required by law; or
- b) for the purposes of this *agreement* (including disclosing information in connection with any query)

8. Notice

8.1 If you wish to notify us in writing about anything relating to this *agreement*, you should write to:

LexisNexis
Attn: Credit Department
Locked Bag 2222
Chatswood Delivery Centre NSW 2067

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the *direct debit request*.

8.3 Any notice will be deemed to have been received two *business days* after it is posted