

# Direct Debit Request – Pitney Bowes Postage

I/we request you, Pitney Bowes Australia Pty Ltd, ABN 82 001 475 921, User ID, 624064, to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

Date	
PbP Account Number	
Customer Name	
Address	
ABN	
Account Signature(s) of Customer	
Name and Branch of Financial Institution	
Account Name	
BSB Number	
Account Number	

Commencing immediately, please debit the above account for the aggregate value of the postage for which the relevant postage meter has been reset. Please email this completed form back to [pbleasing.au@pb.com](mailto:pbleasing.au@pb.com).



## Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least seven working days prior to the next draw. All communication to us should include your account number and meter number.

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 with us by contacting the Company.

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 seven (7) business days (for claims lodged within twelve (12) months of the disputed drawing, or
- Within thirty (30) business days (for claims lodged more than twelve (12) months after the disputed drawing

You will receive a refund of the drawing amount if we cannot 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 the drawing date there are sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is closed or transferred.

If your drawing is returned or dishonoured by your financial institution, we will contact you. Any transaction fees payable by us in respect of the above will be claimed from you.

## Our Commitment to You:

This document outlines our commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Pitney Bowes Australia Pty Ltd, User ID 624064 and you. It sets out your rights, our commitment to you and your responsibilities to us, as well as where you should go for assistance.

## Initial Terms of the Agreement:

In terms of the Direct Debit request arrangements between us and signed by you, we undertake to debit your nominated account for your PB Postage reset.

## Drawing Arrangements:

- Drawing under this Direct Debit arrangement will take place as you reset your postage meter.
- If any drawing falls on a non-business day, it will be debited to your account on the next business day.
- We will give you fourteen (14) days' notice when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact us.

On payments made by Direct Debit, if your account has a nil balance, we can give you funds in advance. (Your account will normally only be nil prior to your first reset). We will then transfer from your bank account, the first amount for which you reset plus your agreed reset value. For example, if you require \$500 and your reset value is \$500, we will take \$1,000 to initialise your Direct Debit. This is done because your PB Postage account must be refilled to the agreed postage level ready for your next reset, as PB Postage is a payment in advance system.

## Your Rights:

If you want to make changes to the drawing arrangements, contact us by phone or in writing. These changes may include:

- Stopping the schedule, or
- Stopping an individual debit, or
- Suspending the DDR, or
- Cancelling the DDR completely.



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