

Direct Debit Service Agreement

By signing our direct debit Request you acknowledge and agree to the following terms and conditions:

Our commitment to you,

Drawing arrangements:

- You authorize **Horizon Business Systems Pty Ltd** to debit your nominated account in the name in the manner specified in the Direct Debit Request.
- We will advise you, in writing, the details of the **Horizon Business Systems Pty Ltd** Pay Plan drawing arrangements [amount; frequency; commencement date] at least 14 calendar days prior to the first drawing.
- We will initiate the Debit items on the due date stated in the Direct Debit Request or as otherwise agreed between us in writing. Where the due date falls on a non-business day we will draw the amount on the next business day. You should enquire directly with your financial institution if you are uncertain as to when the Debit item will be processed to your account.
- 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.
- Changes to amount being drawn, due to change in license configuration will be communicated to you once the sale is finalised.
- We reserve the right to cancel the **Horizon Business Systems Pty Ltd** Pay Plan drawing arrangements if three or more drawings are returned unpaid by our nominated Financial Institution and to arrange with you an alternate payment method.
- We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential

Your rights:

- You may terminate the **Horizon Business Systems Pty Ltd** Pay Plan drawing arrangements at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the due date. Cancellation may result in your monthly fees being charged annually in advance.
- You may stop payment of a drawing under the **Horizon Business Systems Pty Ltd** Pay Plan by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the due date.
- You may request change to the drawing amount and/or frequency of **Horizon Business Systems Pty Ltd** Pay Plan drawings by contacting us and advising your requirements no less than 14 business days prior to the due date.
- Where you consider that a drawing has been initiated incorrectly [outside the **Horizon Business Systems Pty Ltd** Pay Plan arrangements] you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution.
- We will ensure the details of your personal records and account details held by us remain confidential. However, if you lodge a claim in relation to an alleged incorrect or wrongful debt, it may be necessary for us to release such information to your financial institution or its representative, or to our financial institution or its representative to enable your claim to be assessed.

Your commitment to us

Your responsibilities:

- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- Before completing the Direct Debit Request, you should check the details of your nominated account against a recent statement from your financial institution to ensure that your account details are correct.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
- It is your responsibility to advise us if the account nominated by you to receive the **Horizon Business Systems Pty Ltd** Pay Plan drawings is transferred or closed.
- It is your responsibility to check 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.
- It is your responsibility to arrange with us a suitable alternate payment method if wish to cancel the **Horizon Business Systems Pty Ltd** Plan drawing.
- If a Debit item is returned unpaid by your financial institution, you authorize us to present a further debit for payment, notwithstanding that this may exceed the maximum amount stated in the Direct Debit request. We may ask you to reimburse us for any charges we incur as a result of your Debit item being returned.

Horizon Business Systems Pty Ltd

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Direct Debit Request

To: [Horizon Business Systems Pty Ltd](#)

I / we request that money due in terms of the Invoices raised monthly for the Monthly License / Support Agreement from ___/___/201__ as confirmed by the Direct debit confirmation or as listed in your proposal, be debited from my/our account and at the Financial Institution identified and described as below:

Financial Institution: _____

Address: _____

City: _____

And conducted with:

<Your Company Name>: _____

<Your Company ABN>: _____

Account details are:

BSB: _____ Account No: _____

Account held in the Name of: _____

NOTE: Direct Debiting may not be available on this account. If in doubt, please refer to your Financial Institution

I / we acknowledge that this Direct Debit arrangement is governed by the terms of the Direct Debit Request Service Agreement received from [Horizon Business Systems Pty Ltd](#) (Direct Debit User ID number) and request that you debit my account in accordance with the Service Agreement:

Signature 1: _____

Signature 2: _____

Date: _____ / _____ / _____

All Signatories may be require for joint accounts

business partners for:

MYOB Enterprise Solutions EXO Business
MYOB Enterprise Solutions EXO Employer Services
4Hire Software