

# e-TAG Account Application Form

Welcome to Roam. Please complete your details below to apply for an e-TAG Account, containing a maximum of four e-TAG® devices. It is important that you complete all relevant sections on this form, as incomplete forms may delay the opening of your account.



Roam account number

office  
use  
only

## 1. Personal details

### PRIMARY CONTACT NAME

The primary contact has full access to account maintenance functions. There can only be one primary account contact. Only the primary account contact can close the account or add or remove contacts.

Title	First Name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>

Telephone number – mobile (to enable SMS account communications)

Telephone number – home

Telephone number – business

Email address

Date of Birth

Drivers Licence number

Account access number (PIN)

Important: Please supply a 6 digit security access number to allow secure telephone and internet access to your Roam account.

e-TAG device delivery address (we can't deliver to a Postal Box)

Street address	Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mailing address (complete only if different to above)

Street address	Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## 2. Company details

Company name (only required if you wish to set up your account for business use)

ABN/ACN

Name of director/partner authorising opening of account for business use. This person must also sign Section 8.

Title	First Name	Surname	Position
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



## 6. Opening payment (required for all payment options)

Total payment \$

I would like to make my opening payment via:  **Credit card**  
 **Cheque** (please enclose with this application form)

Unfortunately opening payments cannot be deducted from your bank account.

### CREDIT CARD DETAILS

VISA  Mastercard  American Express  Diners Club

Name on card

Card number

Expiry date

## 7. NSW Government Cashback scheme

I would like to apply for the Cashback scheme.  yes  no

Under the NSW Government Cashback scheme, motorists can claim back M5 tolls (excluding GST and other fees). To qualify you must:

- be a resident of NSW
- drive on the M5 in a vehicle registered with the RTA for private use

You can claim your Cashback by completing the Cashback form and attaching the usage statement that we will send you quarterly.

Return the Cashback form and usage statement to the RTA. For more information please contact the RTA on 1300 133 310 or visit [rta.nsw.gov.au](http://rta.nsw.gov.au).

## 8. Terms and conditions of the Customer Service Agreement

I confirm that the details on this form are correct, and acknowledge that my contract with Roam Tolling Pty Ltd will not begin until I receive my e-TAG pack with the terms and conditions of the Customer Service Agreement enclosed. (If you do not accept them refer to the instructions on the e-TAG pack.)

I request payment via the method indicated above and am authorised to sign for the transfer of funds.

Name of person authorised to set up account (Director or partner if opening account for business use)

Title First name Surname

Signature

Date

Roam may occasionally wish to advise you of special offers by way of direct marketing. Roam does not allow others to use your details for marketing purposes. If you do not want Roam to contact you directly for such offers, please tick the box.

## 9. Send, fax or email your application

**Mail**  
Roam Tolling Pty Ltd  
Locked Bag 5002  
Parramatta NSW 2124

**Fax**  
1300 553 175

**Email**  
Scan the completed Application Form and email the file to [enquiries@roam.com.au](mailto:enquiries@roam.com.au).

### How to contact Roam

Phone: 13 TOLL (13 8655)  
Internet: [roam.com.au](http://roam.com.au)  
Email: [enquiries@roam.com.au](mailto:enquiries@roam.com.au)

### Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions by which you have authorised us, Roam Tolling Pty Ltd, to automatically deduct amounts payable to your Roam account from your bank account at your financial institution. Your Direct Debit Request ('DDR') authorises us to arrange for the payment of amounts due to us, and at the times required, for the tolls, fees and charges you have incurred on your Roam account.
2. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure whether direct debit is available on your account, please check with your bank. You should also check your account details against a recent statement from your bank.
3. We can amend this Direct Debit Request Agreement at any time after giving you a minimum of 14 days' notice.
4. You can cancel, vary, defer or suspend the DDR, or stop an individual debit from taking place under this Agreement by contacting us. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made.
5. If a payment due date falls on a weekend or a NSW or national public holiday, the debit will be processed on the next business day. If you are unsure when a debit will be processed please ask your bank.
6. You must ensure that you have sufficient cleared funds available in your nominated account on the due date to cover the payment under the DDR. If funds are not available you must arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee.
7. If Roam Tolling Pty Ltd incurs any bank fees or charges as a result of a dishonoured direct debit, these may be passed on to you as a charge to your Roam account.
8. If you believe a debit has been made incorrectly you should contact us. We will attempt to resolve the issue immediately or agree on a time to get back to you. If you are not happy with our response we will advise you of further options available to you.
9. We will keep information about your financial institution account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.
10. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account.

# Direct Debit Request



**Office Use Only** Roam account number

## 1. Your contact details Please complete all of this section

**Your first name**

**Your surname**

**Your address** (Commercial e-TAG Account customers should provide company address details)

**Suburb**

**State**

**Postcode**

**Home telephone**

**Work telephone**

**Mobile**

**Email address**

## 2. Your account details Please provide details of account to be debited

**Name of financial institution where account is held**

**Branch name**

**Name of account to be debited**

**BSB number**

**Account number**

## 3. Your authorisation

**Your first name**

**Your surname**

I/We

Commercial e-TAG Account customers only

**Of company name**

**ABN**

authorise and request Roam Tolling Pty Ltd (APCA User ID Number 254055) to arrange for funds to be debited from my/our account at the financial institution identified above through the Bulk Electronic Clearing System (BECS).

The Direct Debit Request is made subject to the Roam Tolling Pty Ltd Direct Debit Request Agreement overleaf. Please read this Agreement before you sign this form.

All customers on a joint account must sign.

**Customer signature**

**Date**

**Customer signature**

**Date**