

Direct Debit Request



Office Use Only Roam account number

1. Your contact details Please complete all of this section

Your surname

Your first name

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

Suburb

State

Postcode

Home telephone

Work telephone

Mobile

Email

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 surname

Your first name

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

4. 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 Direct Debit Request and email the file to one of the email addresses shown below.

How to contact Roam

Phone: 13 TOLL (13 8655)
Internet: roam.com.au
Email: enquiries@roam.com.au

Commercial account users only

Phone: 1300 656 884 (8am to 6pm Monday to Friday)
Internet: roam.com.au
Email: commercial@roam.com.au

Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions to 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 while using Roam.
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.