



## How to pay with ezirentpay to save time and money

- Complete the attached Direct Debit Form. (This form is only used to collect your monthly ezirentpay fee)

Name,  
Address,  
Signature, and  
Bank Details.

- Return the Direct Debit Form to the Real Estate Office.
- Your Real Estate Agent will then issue you with a ezirentpay Card to pay your rent using BPAY.
- Note the BPAY biller code and your customer number displayed on the card.



- If you haven't already used BPAY it won't take long to learn, simply contact your Financial Institution and they will register you for phone or internet banking.
- Once you are registered you can pay your Rent at any time day or night.
- For added convenience most internet and phone banking services will allow you to set up your payments for a future date.
- An ezirentpay fee of \$1.25 per transaction is applied to your account at the end of the month.



## **DDR Service Agreement**

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

## **DDR's**

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

The basis on which the DDR will be processed is as follows:-

Ezi Payment Solutions will debit your account on the last business day of each month with a transaction fee for processing your ezirentpay payments

## **Changing your DDR Authority**

We will provide you with 14 days notice if we wish to change any of the details on which the basis of your DDR Authority is processed (For example – if we change the day of processing or the date on which the amount of your DDR is calculated).

## **Stopping or Cancelling your DDR**

You may stop or cancel your DDR at any time, by contacting your Bank or by providing at least 2 Business Days written notification to:-

The Manager  
Ezi Payment Solutions  
P.O. Box 1388  
Milton Qld 4064

Or telephone us on (07) 3124 5500

## **DDR Dispute Resolution**

If you wish to dispute any DDR transaction that we have processed you should contact us first on the following contact points:-

The Manager  
Ezi Payment Solutions  
P.O. Box 1388  
Milton Qld 4064

Or telephone us on (07) 3124 5500

Alternatively you may dispute a DDR transaction by contacting your financial institution

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you can contact the financial institution that holds your account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you.

If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.

If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

## **Returned or Dishonoured DDR's**

If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to reapply the original debit and recover any associated costs (dishonour fees applied by the Users Bank).

## **Clear Funds**

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

## **Your Records**

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

## **Your Account**

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts.

You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

If you wish to make inquiries about your DDR you can contact us by writing to:-

The Manager  
Ezi Payment Solutions  
P.O. Box 1388  
Milton Qld 4064

Or telephone on (07) 3124 5500



Direct Debit Request Authority

A.C.N. 67 096 902 813

Date / / 200

The Manager
Ezi Payment Solutions Pty Ltd
P.O. Box 1388 , Milton Qld 4064

Debit User Number: 234040

Biller Code

New Direct Debit Request

ezirentpay Cust No.

Change of DDR Details

Cancellation of DDR

I/We (Surname) (Given Names)

Address (Street) (Suburb) (Postcode)

Authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instruction detailed in the Schedule below and or on the terms set out on the DDR Service Agreement.

I/We have read and understand the information contained in the DDR Service Agreement.

Signature of Customer: (If joint account all signatures may be required)

THE SCHEDULE

Details of Account to be Debited:

(NOTE: Direct Debiting is not available on the full range of accounts. Please refer to your Bank or Financial Institution)

Debit my account \$1.25 per ezirentpay transaction in accordance with our DDR Service Agreement
Account Name Financial Institution
Address of Financial Institution
BSB Number Account Number

## How to issue your Tenant with the ezirentpay CARD

The following checklist is used to set up tenants with the ezirentpay service.

- Do not record the Biller Code or ezirentpay Customer Number until the form has been completed and signed by the tenant.
- Hand the tenant a Direct Debit Request form and advise them that the form is only used to deduct the ezirentpay fee.
- Advise the Tenant to return the completed Direct Debit Request form to receive their unique ezirentpay card.
- Once the completed Direct Debit form is returned to your office, allocate your tenant with a biller code and ezirentpay number off the next available card.
- Note the biller code and ezirentpay customer number on the direct debit form.
- The tenant is now setup, they can pay their rent straight away!
- Record the ezirentpay Customer Number in your Property Management Software. (Console, Rockend, RP Data etc)
- Fax the completed Direct Debit Request form to Ezi Payment Solutions on (07) 3124 5555.