



Email: [helpdesktasmania@max.com.au](mailto:helpdesktasmania@max.com.au)

**DIRECT DEBIT REQUEST**

**Request and Authority to debit the account named below to pay  
Maxgaming Tas Pty Ltd**

**Company /Individuals' Name:** \_\_\_\_\_

**ABN Number:** \_\_\_\_\_

Request and authorise Maxgaming Tas Pty Ltd (Maxgaming) ABN 60 661 770 430, a subsidiary of Tabcorp Holdings Limited ABN 66 063 780 709 (User ID No. 381799) to arrange for any amount Maxgaming may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of your Agreement with Maxgaming.

**Name of Bank or Building Society:** \_\_\_\_\_

**Address of Bank or Building Society:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Name of account:** \_\_\_\_\_

**BSB Number:**

**Account Number:**

**Acknowledgment:** By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and **Maxgaming** as set out in this Request and in your Agreement with **Maxgaming**.

**Signature/s:**  
\_\_\_\_\_  
Print Name: \_\_\_\_\_ Position: \_\_\_\_\_  
Print Name: \_\_\_\_\_ Position: \_\_\_\_\_

**Billing Address:** \_\_\_\_\_  
\_\_\_\_\_

**Billing Email:** \_\_\_\_\_

**New Account Effective from**  
**Date:** \_\_\_ / \_\_\_ / \_\_\_

<b>Office Use Only</b>	
Site Name: _____	Processed Initial: _____
Site No: _____	Finance: _____
Maxadmin: _____	

## DIRECT DEBIT SERVICE REQUEST (DDR) SERVICE UNDERTAKING

### OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between *Maxgaming Tas Pty Ltd ABN 60 661 770 430, a subsidiary of Tabcorp Holdings Limited (user ID No. 381799)* and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### INITIAL TERMS OF THE ARRANGEMENT

In terms of the Direct Debit Request arrangements made between Maxgaming and signed by you, we undertake to periodically debit your nominated account for any monies owed by you to Maxgaming

### DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the next sweep following receipt of this form.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give at least 14 days' notice, in writing, 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 our Team through our Help Desk on 1800 288 707

### YOUR RIGHTS

#### CHANGES TO THE ARRANGEMENT

- If you want to make a change to the drawing arrangements, please contact our team through our Help Desk on 1800 288 707. This change may include:
- Notification of new banking details

### ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 3 working days prior to the next scheduled drawing date. All communication addressed to us must include your Maxgaming ID Number.

All customer information held by us will be kept confidential except that information provided to our financial institution to facilitate 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 our team through our Help Desk on 1800 288 707. If you do not receive a satisfactory response from us regarding your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - Within 7 business days (for claims lodged within 12 months of the disputed drawing); or
  - With 30 business days (for claims lodged more than 12 months after the disputed drawing).
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

### 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
- On the drawing date there is sufficient cleared funds in the nominated account; and
- You advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, Maxgaming will contact you by telephone, to determine the reason and arrange for you to deposit cleared funds into our bank account or a suitable time for Maxgaming to resweep your nominated account. A Dishonour fee will be added to the re-sweep amount.