



## Follow these seven steps when filling in your application form:

I/we authorise you, Yarra Valley Water Ltd ABN 93 066 902 501 (User ID 44853), until further notice, to arrange payment of my/our Yarra Valley Water account by debiting my/our account at the Financial Institution identified below and as prescribed below.

**Customer Details** 1

Name(s) \_\_\_\_\_ Yarra Valley Water Account No. [1][2][3][4][5][6][7][8][9][0]  
 Property address **100 Main Street Hometown** Postcode **1234**  
 Postal address **As above** Postcode **1234** 2  
 Date of birth (phone security code) [2][5][0][1][6][0] Daytime contact No. ((03) 1234 5678

**Payment Schedule** 3

Quarterly   Please debit my current balance from my nominated account  
 If Quarterly – the full account balance will be automatically debited on the due date of your account.  
 Monthly  Fortnightly  Amount \$ \_\_\_\_\_ Start date **05/06/10** 4  
 If Monthly or Fortnightly – please call us on 13 1721 to arrange the payment amount and commencement date.

**Banking Details** (if electing direct debit via bank account) 5

Name and address of financial institution where account is held \_\_\_\_\_  
**C Bank 200 Main Street Hometown** Postcode [1][2][3][4]  
 BSB No. [1][2][3] - [1][2][3] Account No. [1][2][3][4][5][6][7][8][9]  
 Name in which account is held \_\_\_\_\_

**Credit Card Payment** (if electing Direct Debit via credit card) 6

Cardholder's Name **Wendy Customer** Please note: For multiple account holders, you are only able to charge one transaction per day per card.  
 Credit Card No. [1][2][3][4][5][6][7][8][9][0][1][2][3][4][5][6] Expiry Date [1][2]/[3][4]  
 Card Type  MasterCard  Visa

**Signatures** 7

I/we have read and accept the terms and conditions set out in the Service Agreement   
 Bank account/Cardholder's signature(s) *Wendy C.* Date **05/06/10**  
(If a joint account, all signatures will be required) Note: Direct Debit is not available on all accounts. If in doubt please refer to your financial institution.

- 1 Fill in your name and address details
- 2 Include your date of birth and daytime contact number for security purposes
- 3 Select the payment frequency that suits you
- 4 Call us on 13 1721 to arrange the payment amount and commencement date, if you choose fortnightly or monthly
- 5 Fill in the banking details for the branch where your nominated account is held. Don't forget the BSB and account number
- 6 If you choose credit card payment remember to provide the expiry date and card type
- 7 Sign and date the authorisation

## Service agreement

### Your rights and our commitments

1. When you register for direct debit, you are authorising Yarra Valley Water to withdraw funds from your nominated account. These withdrawals will occur in line with the terms of your application.
2. It is your responsibility to ensure that direct debit is available from your nominated account. If in doubt, check with your financial institution.
3. We will provide you with 14 days notice in writing, of any changes to the terms of this Service Agreement.
4. If a payment due date falls on a weekend or public holiday, the withdrawal from your nominated account will occur on the next business day.
5. You must ensure that you have sufficient funds in the nominated account on the payment due date. If there are insufficient funds, your financial institution may charge you a fee. We will contact you to arrange an alternative payment and may pass on any additional processing costs.
6. You are required to provide us with three business days notice of any deferment, alteration, suspension, stoppage or cancellation of your direct debit arrangement. This can be done by writing to us, calling us on 13 1721 or by emailing us at enquiry@yvw.com.au
7. If you believe a withdrawal has been processed incorrectly, contact us immediately. We will investigate the matter and where necessary credit your account within 10 business days.
8. All customer information you provide to us will be kept confidential, except for information required by financial institutions to initiate the withdrawal from your nominated account.
9. Arrangements will be reviewed annually and as a result the amount deducted may vary based on your estimated charges for the next 12 months. The revised amount will be notified to you and then deducted from your nominated account without seeking further approval from you.

## Further information

Call us 24 hours a day seven days a week

**Telephone** 13 1721 **Email** enquiry@yvw.com.au

**Web** www.yvw.com.au

للمساعدة في مجال اللغة إتصل بخدمة الترجمة الخطية والشفهية TIS على الرقم .13 1450

برای دریافت کمک در مورد خدمات ترجمه کتبی و شفاهی لطفاً با تیس TIS به شماره 13 1450 تماس بگیرید.

如需語言協助，請打電話13 1450 到口筆譯服務處(TIS)。

Za pomoć u sporazumijevanju nazovite TIS na 13 1450.

Muốn được giúp đỡ bằng ngôn ngữ của quý vị, xin gọi cho TIS qua điện thoại số 13 1450.

Per assistenza linguistica chiamate TIS 13 1450.

Για γλωσσική βοήθεια τηλεφωνήστε στο TIS 13 1450.

Tercümana gereksinim duyduğunuzda Telefonla Tercümanlık Servisini (TIS) 13 1450 numaradan arayınız.

За помош на вашиот јазик јавете се на TIS на 13 1450.

За језичку помоћ назовите TIS 13 1450.

언어 지원을 위해서는 TIS (번역 통역 서비스) 13 1450으로 연락하십시오.

For translating and interpreting services please call 13 1450

**Tel** 13 1721

**Email** enquiry@yvw.com.au

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**www.yvw.com.au**

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