

# PROS AND PLUSES

## **EASY AUTOMATED PAYMENT SERVICE**

The only thing you need to remember is to have money in your account.

## **DEBIT FROM ANY ACCOUNT TYPE**

No matter what type of account you have – we can debit from it.

## **DEBIT ACTIVATION WITH JUST ONE FORM**

All you need to do is sign a debit request form supplied by your service provider and they will do the rest for you.

## **BRILLIANT CUSTOMER SERVICE**

We are happy to listen to any challenge or feedback and always respond in a happy, friendly and professional manner.

## **FAILED PAYMENT AND SMS NOTIFICATION SERVICE**

Our advanced technology keeps you up to date with unsuccessful payments and the next date we are due to debit you via SMS.

## **MAKE A PAYMENT ANYWHERE, ANYTIME**

Should you miss a payment or wish to make an extra one, you can use our IVR (Interactive Voice Response) and the Internet to make payments without having to pay in person at your service provider.

If you would like to contact us for more information or a question **you have four options available...**

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**1** Email [CUSTOMERSERVICE@EZYPAY.COM.AU](mailto:CUSTOMERSERVICE@EZYPAY.COM.AU)

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**2** Website [WWW.EZYPAY.COM.AU](http://WWW.EZYPAY.COM.AU)

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**3** Fax 02 9410 1000

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**4** Phone 1300 300 553

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WHAT'S  
SO  
**GOOD**  
ABOUT  
**EZYPAY**

Locked Bag 4003  
Chatswood NSW 2057  
T 1300 300 553  
F 02 9410 1000

[www.ezypay.com.au](http://www.ezypay.com.au)



**EZYPAY**<sup>®</sup>

Get the run-down on all things ezypay including how it all began, who we are, what we do and why we do it differently.

■ do what you do best



**EZYPAY**<sup>®</sup>

# HOW IT ALL BEGAN

Some years ago George Holman had a need for a direct debit facility to service his gym members. Chasing up payments, suffering from irregular cash flow, asking his members for money – George knew he urgently needed a solution.

That solution was direct debiting. Ezipay was born to help businesses and their customers set and forget their payments. Our growth since 1996 has been remarkably fast due to a great management philosophy and our customer-centric approach.

# COMFORT FACTOR

Direct debiting is an automated payment solution, entered into between you and your service provider. We will collect your payments on behalf of the provider at a frequency and amount you agree to.

With ever increasing news related to security risks, we would like to take this opportunity to reassure you.

- We have a state of the art physical security system
- All of our data is encrypted
- Our data path is protected by a firewall
- We have a disaster recovery centre

Since commencing in 1996 our payment security has never been compromised. We have performed millions of transactions with a very credible system that will ensure your payments make it safely to the right account every time.

# HOW DOES IT WORK

You decide to use Ezipay for your payments



You fill in the Direct Debit Request Form and sign it



Your service provider will complete the form and send it to Ezipay



Ezipay will load your details onto their Billing system



Ezipay will debit your account periodically



Funds debited from your account are then sent to your service provider

# Q&A

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Some important things you may need to know regarding terms and conditions are answered below in a short Q and A.

## Q. What charges will I incur?

**A.** Your account will incur minimal charges. For detailed information see your service provider.

## Q. Am I committed to a contract?

**A.** You are not committed to a payment contract with Ezipay. However you may be committed to a payment contract with your service provider.

## Q. What happens if a payment fails?

**A.** If a payment fails we will contact you via SMS, email or post. You then have the option of paying the outstanding amount over the phone, via internet or directly to your service provider.

## Q. What happens if I need to cancel my payment authority?

**A.** You may cancel your account with us however this does not affect the contract you have with the service provider and you must make alternative arrangements for contracted payments.