

INVITATION TO PAY YOUR ACCOUNT BY DIRECT DEBIT

Centaur Software has introduced a direct debit facility to allow our **Dental4Windows** and **Practice Studio** customers a simple, reliable and economic way of paying their account. Direct debiting your account saves time and gives you the peace of mind to focus on other things, without the hassle of bill stress or worrying about forgetting to pay.

Direct debit payments will be used for regular and one-off payment services, including Support & Maintenance, Maintenance Only, SMS Payments, D4W/PSS Packages and many more!

This facility works similar to a regular phone/gym membership – ensuring your account is constantly up to date and never falls behind!

Please note: Direct debiting can only be taken from a savings or cheque account, not from a credit card.

Benefits to You:

- ✓ No worries about remembering to pay at the right time
- ✓ No need to remember to pay your monthly accounts online or queuing at your bank
- ✓ No need to write and post cheques
- ✓ Never falling behind in payments
- ✓ Possible reduction in bank charges
- ✓ Hassle free
- ✓ No hidden costs

Guarantees from Us:

- ✓ Direct Debits presented to the bank account named in your instruction will only be for amounts due as detailed on your invoice.
- ✓ You may cancel your instruction by giving us at least 14 days' notice

You are under no obligation to allow us to direct debit your account. However, we **URGE** you to take this opportunity to simplify your payment arrangements by completing and faxing/emailing the Direct Debit Request form below as soon as possible. We appreciate your ongoing support.

Fax: 02 9213 5020

Email: information@centaursoftware.com

Centaur Software Direct Debit Request Service Agreement (DDRSA)

1. By agreeing to a Direct Debit facility, you authorise and request Centaur Software Development Co Pty Ltd (APCA ID: 405369) to arrange for funds to be debited from your nominated Account in accordance with the Agreement.
2. We will advise you 14 days in advance of any changes to the Direct Debit Request.
3. For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
 - (a) Contact Centaur Software on 02 9213 5000 or your Financial Institution, **AND**
 - (b) Allow 14 days for the amendments to take effect or to respond to a dispute.

If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If, following our investigations, we believe on reasonable grounds that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding. If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
4. You should be aware that:
 - (a) direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - (b) You should check your Account details (including the BSB number) directly against a recent statement from your Financial Institution.

If you are in any doubt, please check with your Financial Institution before completing the drawing authority.
5. It is your responsibility to ensure that:
 - (a) sufficient cleared funds are in the Account when the payments are to be drawn;
 - (b) the authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
 - (c) suitable arrangements are made if the direct debit is cancelled:
 - by yourself;
 - by your Financial Institution; or
 - For any other reason.
6. If the due date for payment falls on a day other than a Banking Business Day, the payment will be processed on

the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with your Financial Institution.

7. For returned unpaid transactions, the following procedures or policies will apply:
 - (a) we treat the payment as if it was never made;
 - (b) services may be suspended until the outstanding charges are paid; and/or
 - (c) A fee of \$3.30 will be applied for drawings that are returned unpaid. You may also be charged a fee and/or interest by your Financial Institution. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.
 8. The direct debit agreement replaces any existing direct debit arrangement that you may have had with Centaur Software in relation to the use of credit cards for regular payments, to the effect that the funds that were previously debited from credit cards will now be directly debited from the bank account supplied.
 9. All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.
 10. The following notice provisions apply:
 - a) If you wish to notify us in writing about anything relating to this agreement, you should email information@centaursoftware.com.
 - b) We may send notices either electronically to your email address or by ordinary post to the address you have given us.
 - c) Any notice will be deemed to have been received on the third banking day after emailing or posting.
 11. If any provision of this DDRSA is found to be illegal, void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining provisions of this DDRSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed.
- Definitions**
Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this DDRSA and:
- Account** means the account nominated in the Direct Debit Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;
- Agreement** means the Terms and Conditions (including BPAY), including the Schedules to those Terms and Conditions, as amended from time to time;
- Direct Debit Request** means the Direct Debit Request between us and you as amended from time to time;
- Financial Institution** is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited;
- We** means Centaur Software and
- You** means the Customer/s who signed the Direct Debit Request

Direct Debit Payments

I/we understand and agree that by completing and returning this form, direct debits will be arranged for all Centaur Software invoices unless alternative arrangements have been made.

I/we understand and agree that by paying any annual contract in monthly instalments, the obligation to pay the full year(s) of the contract is not removed should I wish to cease my contract with Centaur Software at any time during the duration of the contract.

Direct Debit Request

I/We authorise and request Centaur Software Development Co Pty Ltd (APCA ID: 405369), to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our nominated account at the financial institution identified below.

Customer ID (if more than 1, include all): _____

Owner(s) First Name: _____

Owner(s) Last Name: _____

State: _____ **Phone Number:** _____

Email Address: _____

Product (Please Circle): **Dental4Windows** **Practice Studio**

Name of Financial Institution: _____

BSB Number: _____

Account Number: _____

Account Name: _____

I/we understand that it is my/our responsibility to ensure that sufficient cleared funds are available in the Account when the payment(s) are to be drawn. I/we understand that I/we will be responsible for a dishonour fee of \$3.30 should the required funds not be available in the Account within the period agreed for funds to be debited. I/we have read, understood and agree to abide by the Direct Debit Request Service Agreement (DDRSA).

Signature 1: _____

Signature 2: _____

Date: _____

Date: _____

Fax: 02 9213 5020 or email to information@centaursoftware.com