

Technical Support: 1300 786 068

Sales: 13 19 60

Accounts: 1300 855 006

Terms and Conditions

- 1 Debiting details:
 - Maximum amount to be debited: As per Westnet Agreement (including excess if applicable).
 - Frequency of debit: As per Westnet Agreement.
 - First payment date: Upon activation of Account.
 - Final payment date: Until further notice.
- 2 The Customer will be advised 14 days in advance of any changes to the direct debit arrangements.
- 3 For all matters relating to the direct debit arrangements, including any disputes that may occur, the Customer will need to:
 - a) call Westnet Accounts on (08) 6263 6300; and/or
 - b) visit the Westnet Office at 24 Sangiorgio Court, Osborne Park, WA 6017; and/or
 - c) send written correspondence to Westnet Pty Ltd, PO Box 1767, Osborne Park DC, WA 6916.

Please allow 3 working days for the amendments to take effect.

- 4 The Customer should be aware that:
 - a) Direct debiting through BECS is not available on all accounts; and
 - b) Account details should be checked against a recent statement from the account holder's Financial Institution.

If the Customer is in any doubt, they should check with their Ledger Financial Institution before completing the drawing authority.

- 5 It is the Customer's responsibility to ensure that sufficient cleared funds are in the nominated debiting account at all times as Westnet reserves the right to debit any amount due on an account at any time.
- 6 For returned unpaid transactions, the following procedures or policy will apply:
 - a) Customers will be contacted by phone and email; and
 - b) Fees and Charges of \$10.00 will apply at Westnet's discretion.
- 7 All Customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.
- 8 Westnet recommends that the Customer confirm their direct debit details with their Financial Institution before submitting them to Westnet, as any bounced payments due to incorrect details will incur a \$5.00 fee. Customers may refer to the numbers below to confirm their direct debit details.

Financial Institution Contact Phone Numbers

If your Financial Institution is not listed here, please refer to White Pages or Directory Assistance

Adelaide Bank	1300 652 220	Goldfields Credit Union	(08) 9021 6444
Australian National Credit Union	13 11 40	Health Services Credit	(08) 9221 3188
ANZ Bank	13 13 14	Home Building Society	(08) 9323 5500
Bank West	13 17 18	National Bank	13 22 65
Bendigo Bank	1300 366 666	Police & Nurses Credit Society	13 25 77
Challenge / Westpac	13 18 62	StateWest Credit Society	13 63 13
City Bank	13 24 84	Tambellup/Cranbrook Community Bank	(08) 9826 1777
Collie Miners Credit Union	(08) 99734 1144	Teachers Credit Union	13 12 21
Colonial State Bank	13 22 21	United Credit Union	(08) 9535 5233
Commenwealth Bank	13 22 21	University Credit Union	(08) 9389 1011
Elders	(08) 9422 2333	West Bond Australia	13 11 40
Energy Credit Union	13 25 77	Westfrmers	(08) 9273 5222
FAI home Loans	13 28 10	Woolworths Ezy Banking	13 72 88

