

# Tag Account Application

Please complete this form in black or blue pen using BLOCK letters.

Use X to mark boxes where required.

\* Denotes Mandatory field



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

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Brisbane QLD 4001

13 13 57

ABN 16 134 967 356

## \*Step 1 – Customer Details

Title  First Name

Surname

Date of Birth

Address

Suburb

State  Postcode

Is the address above also your preferred mailing address?  
If no, then complete below:

Mailing Address

Suburb

State  Postcode

Please provide the following details if you would like to set up this account in a business name.

Company Name

Trading Name

ABN/ACN

## \*Step 2 – Contact Details

Phone Number

Mobile Number

Fax Number

Email

## \*Step 4 – Contact Preferences

Preferred Type of Contact\*

Email  SMS  Letter

If you have provided an email address, your statements will be emailed to you automatically. If you would prefer for this statement to be sent to your mailing address (which will incur a \$1.25 fee), please X this box.

Would you like to receive our e-newsletter? Yes

## Step 5 – Account Payment (continued over)

### Opening Payment Method\*

Please indicate the amount of pre-paid toll credits you would like to open your account with (minimum \$25).  \$

How would you like to make this opening payment?

Credit Card  Opening payment from your credit card can be made through direct debit (see over), or if you want to manage your account balance manually, please provide the details here:

Card Type Visa  MasterCard

Card Number

Expiry Date  /  CSC/CVC

(Card Security Code / Card Verification Number)

Card Holder Name

Card Holders Signature  Date  /  /

Bank Account  Opening payment from your bank account can only be made through direct debit, please complete the Automatic Top-up section over.

Cheque  Attach cheque made out to 'FLOW Tolling Pty Ltd' to this form.

Continued over...

## \*Step 3 – Vehicles and Tags

Please complete the following to register each vehicle to your FLOW Tag Account. If you need to add more than 4 vehicles, please print another form and complete. Your tags will be delivered to the address you have provided above in Step 1.

Licence Plate Number	State of Registration	Make	Model	Tag required?	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No



**Step 5 – Account Payment (continued)**

**Ongoing Payment Method\***

When your account reaches the minimum balance you can choose to have your account topped up automatically or manually. Please make your selection below:

**Method 1: Automatic Top-Up**

How much would you like to top-up your account by when it falls below the minimum balance?   
 (must be equal to or greater than \$25)

**Option 1: Credit Card Direct Debit**

If you have provided your credit card details in Step 5a, and wish to use this account for Direct Debit X here.

Otherwise enter the details below.

Card Type: Visa  MasterCard

Card Number

Expiry Date  /  CSC/CVC

(Card Security Code / Card Verification Number)

Card Holder Name

Card Holders Signature

**Option 2: Bank Account Direct Debit**

Account Name

Name of Financial Institution

Branch Name

BSB Number

Bank Account Number

**Method 2: Manual Top-Up**

This method requires you to top up the balance on your account. When your credit balance falls below the minimum we will advise you by your preferred communication method.

**T&C's for Direct Debit Arrangements**

1. This agreement sets out the terms and conditions to which you have authorised us, FLOW Tolling Pty Ltd, to automatically deduct amounts payable to your FLOW Tolling account from your bank account at your financial institution. Your Direct Debit Request ('DDR') authorises us to arrange for the payment of amounts due to us, and at the times required, for the top-ups, tolls, fees and charges you have incurred while using FLOW Tolling.
2. We will advise you, in writing within five business days of opening your account with FLOW Tolling, the details of the FLOW Tolling payment arrangements. The payment arrangements are in accordance with the FLOW Tolling Customer Service Agreement and will commence with the drawing of the initial account set-up payment. The frequency of subsequent payments will depend upon the minimum balance of your account and the ongoing payments will be in accordance with the agreed top-up amount.
3. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure whether direct debit is available on your account, please check with your bank. You should also check your account details against a recent statement from your bank.
4. We can amend this Direct Debit Request Agreement at any time after giving you a minimum of 14 days' notice.
5. You can cancel, vary, defer or suspend the DDR, or stop an individual debit from taking place under this Agreement by contacting us. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made.
6. If a payment due date falls on a weekend or a Qld or national public holiday, the debit will be processed on the next business day. If you are unsure when a debit will be processed please ask your bank.
7. You must ensure that you have sufficient cleared funds available in your nominated account on the due date to cover the payment under the DDR. If funds are not available you must arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee.
8. We reserve the right to cancel the FLOW Tolling payment arrangements if three or more payments are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.
9. If FLOW Tolling Pty Ltd incurs any bank fees or charges as a result of a dishonoured direct debit, this may be passed on to you as a charge to your FLOW Tolling account.
10. If you believe a debit has been made incorrectly outside the FLOW Tolling payment arrangements you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution. We will attempt to resolve the issue immediately or agree on a time to get back to you. If you are not satisfied with our response we will advise you of further options available to you.
11. We will keep information pertaining to your nominated account at the Financial Institution private and confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been incorrect, or as otherwise required by law.
12. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account.
13. It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
14. It is your responsibility to advise us if the account nominated by you to receive the FLOW Tolling payment arrangements is transferred.
15. It is your responsibility to arrange with us a suitable alternate payment method if you wish to cancel the FLOW Tolling payment arrangements.

Please note: The first payment under this direct debit arrangement will be your nominated opening payment. Following this transaction your account will automatically topped up by your selected amount when the balance falls below minimum.

I agree to these terms and conditions [mark box]

Signature 1  Date

Signature 2  Date

Please provide 2 signatories if your account has more than 1 signatory.

**\*Step 6 – Authority to Open Account**

I acknowledge that all details are true and correct and confirm that I wish to open a FLOW Tag Account.

Customer Signature  Date

**Office Use Only**

Trans ID   
 Acct ID   
 PIN

Date   
 Time   
 FLOW