

Frequently Asked Questions

What is direct debit?

Direct debit is a means of payment where you give permission to a company to collect an agreed amount of funds from your bank account or credit card. Your payments happen automatically once you initially choose your timing, amount, and frequency for paying your bills.

What are the benefits of paying by direct debit?

Direct debiting your bills 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 bills. This means that you can set and forget your bill payment schedule and rest assured that you won't overlook a bill which could impact on your credit score.

Ezidebit transactions are cheaper than using cheques, withdrawing cash over the counter or utilising periodic payments. In addition, by reducing your number of personal transactions, Ezidebit may help reduce your ATM & EFTPOS fees.

How do I sign up for direct debit?

Ask for an Ezidebit Direct Debit Request form from reception. Decide whether you want to pay your bills from your bank account or credit card. Complete the form and return it to reception.

Can I alter or cancel my direct debit?

Ezidebit offers you the flexibility to alter your direct debits. All you need to do is contact the business you are making the payment to, and notify them that you wish to change your payment details or cancel the direct debit schedule. Payments can even be altered with just 12 hours notice.



When you don't have to
worry about paying your bills,



Life gets a whole lot more rewarding.





You enjoy life, we'll handle the bills

Imagine never having to worry about making another payment. With Ezidebit, we did more than imagine it. We created Australia's leading direct debit payment solution, designed to improve your budgeting and cut out those expensive late payment fees – so you have more time in your day.

With Ezidebit Direct Debit you have a real choice

Apart from Ezidebit making it more convenient for you to make regular payments, you can choose when you pay, and from the account of your choice. It's really that simple.

Plus, Ezidebit allows you to make payments from all banks, building societies and credit unions, as well as Visa, MasterCard, American Express and Diners Club.



The Ezidebit service is as easy as:

1. You simply complete an Ezidebit Direct Debit Request form
2. Payments commence on the nominated date and continue at your selected frequency

With Ezidebit, it's easy to stay on top of your bills. Your payments will happen automatically so you'll have one less payment to worry about. You don't need to do anything other than ensure your account has enough funds to cover the payment when it's due.

Ezidebit even gives you the flexibility to alter your payments. All you need to do is contact the business debiting your account to make the adjustment.

Choose Ezidebit... for good reason

When it comes to dealing with money, few issues are more important than security. As such, Ezidebit has a stringent set of compliance and quality assurance measures in place:



- ✓ Service sponsorship agreements with Commonwealth, Westpac, & Suncorp Banks for its provision of direct debit, merchant, and BPAY services
- ✓ Licensed by the Australian Securities and Investment Commission (ASIC) as an Australian Financial Services Licensee (AFSL No. 315388)
- ✓ Member of A.P.C.A. (Australian Processing & Clearing Association) and complies with B.E.C.S. (Bulk Electronic Clearing System) rules & regulations
- ✓ PCI (Payment Card Industry) Compliant – Incorporating the latest technology in data storage & encryption

