

Direct Debit - Terms & Condition

This Direct Debit Agreement (“Agreement”) outlines our commitment to you as a Direct Debit customer and your rights and responsibilities throughout the Direct Debit process. It applies to you where you enter into a Direct Debit arrangement with us in connection with monthly membership instalments, that you have agreed to pay by instalments. By agreeing to a direct debit request by the method nominated, you authorise us to arrange for funds to be debited from your nominated card in accordance with this Agreement.

Our commitment to you

We’ll provide you with at least 14 days prior notice if we change any terms of this Agreement.

Unless otherwise agreed with you, we’ll deduct payment on the 15th of the month

Where the Direct Debit due date falls on a non-working day or a national public holiday, we’ll deduct the payment amount on the next business day.

Your Commitment to us

You must ensure:

- Your account information supplied to us is correct
- Your nominated account can accept Direct Debits through the Bulk Electronic Clearing System (BECS), and
- Sufficient funds are available in the nominated account to meet a payment on its due date.

Where you consider a payment has been initiated incorrectly, or there is a discrepancy in a payment amount, please contact us immediately so we can address your query.

You must advise us if:

- Your nominated Card is transferred, closed or the Direct Debit is cancelled. You must do so as soon as you become aware of this change; or
- You wish to change your card detail or personal details. To take effect for your next Direct Debit payment, this can be done online through your membership portal.

You may cancel your direct debit arrangement by contacting the membership team on 07 3252 9866. We require 14 business days to change payment details or to cancel any direct debit arrangements.

Outstanding payments

Any direct debit payments that are unsuccessful and remain outstanding for 21 business days may be referred to a third-party debt collection agency and/or cancellation of your membership and access to ADAQ services. This may result in additional costs and could impact your credit standing. Please contact us if you are aware a payment may not be successful and/or to make other payment arrangements.

Privacy, collection and storage of your personal information

We are committed to respecting your right to privacy and protecting your personal information. We use and disclose your personal information only for the purpose for which it has been provided to us or as authorised by Law. We take reasonable steps to ensure the security of Personal Information and Sensitive Information we hold and to protect it against loss, misuse or unauthorised access, destruction, use, modification, or disclosure. You can find our Privacy policy here: Please visit <https://www.adaq.org.au/>

Your authorisation

I authorise Global Payments Australia 1 Pty Ltd ACN 601 396 543 (User ID No 342190, 342191, 428198) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with this Direct Debit Request and as per the Ezidebit DDR Service Agreement. By authorising these payments, I agree to be bound by the Direct Debit Agreement. I authorise these payments to be debited at intervals and amounts as directed by Australian Dental Association (Queensland Branch) as per the Terms and Conditions of the Australian Dental Association (Queensland Branch) agreement, subsequent agreements and policies. Please visit <https://www.adaq.org.au/> for full terms and conditions.