

Customers must complete sections marked*

1. Business Details* Please print your details clearly in CAPITAL letters, using a pen

Business name This must be the full registered name of the limited liability company, partnership, trust or the full name of the sole trader

Trading name If different from above

Kiwibank access number

GST number

Description of business industry and activities

Registered address

Address

Town/City

Postcode

Postal address If different from above

Address

Town/City

Postcode

What are your other business contact details?

Phone []

Mobile []

Fax []

Website

Email

Your settlement reports, monthly invoices, and confirmation of direct debit instructions will be sent to this email address.

☐ I give permission for this email address to be used for sending me relevant emails about Kiwibank's accounts and services.

What is your preferred method of contact?

☐ Phone ☐ Email ☐ Fax

What is your preferred time of contact?

☐ Anytime ☐ Morning ☐ Evening

2. Business transactional activity

We'll require this information to build an initial understanding and profile of your business transactional activity. It also enables Kiwibank to ensure you're getting the best out of this service.

Your annual business turnover

Expected monthly turnover that you'll collect via Fetch

Expected transactions per month that you'll collect via Fetch

Are your customers regular/repeat customers that are invoiced at least once a year?

☐ Yes ☐ No

Do your customers pay the same amount on a regular basis, or do invoice amounts change on each invoice?

☐ Yes ☐ No

How often do you invoice your customers?

☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Other (Please describe)

Average customer invoice amount? \$

Payment terms offered to customers?

Will payments be collected prior to the delivery of goods or service?

☐ Yes ☐ No How many days prior?

3. Bank account details*

Settlement account This is the account you'll need to nominate for all settlements

Account name

Bank name

Account number

Account for payment of fees If different from above

Account name

Bank name

Account number

4. Nominated administrator information*

The role of each administrator is to undertake Fetch transactions and activities on your behalf and to set up and manage authorised persons. You may prefer for this to be yourself or a senior staff member.

Primary administrator

First names

Last name

Job title

Work []

Mobile []

Fax []

Email

Secondary administrator

First names

Last name

Job title

Work []

Mobile []

Fax []

Email

4. Nominated administrator information cont.*

Technical contact

It's recommended you nominate a technical contact to assist with more technical enquiries on your behalf. The nominated person could be yourself, one of your administrators or another nominated person.

First names

Last name

Job title

Work []

Fax []

Email

Mobile []

Authorised persons

The authorised signatories specified on your Kiwibank 'Account Operating Authority' for the operation of your existing accounts will also apply for Fetch Recurring Payments.

5. Pricing package fees

The pricing option below that applies to you, unless otherwise agreed with Kiwibank, will be:

(a) Option A, if you don't fully complete section 2 above; or

(b) The option that matches the expected transaction volume per month advised by you in section 2 above.

We'll review your pricing after three months and then annually on the anniversary of this service to make sure it's right for your business.

Kiwibank may change the pricing plan applicable to you if your transaction volumes don't fit your selected pricing plan. Kiwibank may also change your fees at any time and will give you at least 14 days notice and will not be backdated.

	Option A	Option B	Option C
	0 - 149	150 - 499	500+
Description of fees	transactions	transactions	transactions
	monthly	monthly	monthly
Application and setup	\$99.00	\$99.00	\$99.00
Monthly support	\$30.00	\$30.00	\$30.00
To set up each direct debit authority	\$4.65	\$4.25	\$3.75
To alter an established DD authority	\$2.50	\$2.50	\$2.50
Each transaction processed	\$1.15	\$0.85	\$0.55

Service fees

You'll be charged each time you request one of the services below, unless the service is done through the online Fetch system. This may include, but isn't limited to requests via phone, email, or fax.

Service	Fee
Customer – profile or account update	\$15.00
Password reset	\$12.00
Direct debit – authority dispute	\$15.00
Transaction enquiry	\$12.00
Authority retrieval	\$15.00
Direct debit – manual refund or reversal	\$15.00

6. Fetch agreement and direct debit instructions*

Kiwibank Limited ("Kiwibank") agrees to provide you Fetch services in accordance with:

(a) This signed Fetch application form

(b) The standard Fetch terms (the terms)

(c) The Fetch operating guide (which we'll provide to you)

Together these form the "Fetch agreement".

The Fetch agreement governs your and each authorised person's access to, and use of, the Fetch services. In the event of any conflict between any of these documents, the document listed higher in the list (above) will apply in preference to any document(s) lower in the list. We may amend the Fetch agreement by giving you notice, not less than 14 days before making a change. Without limitation, some changes we make may arise from our obligations to follow certain industry rules in allowing you to send us direct debits.

You authorise us until further notice in writing, to debit from your settlement account and fees account, detailed in section 3 above, all amounts that Kiwibank for Fetch (Authorisation Code 3800158), may initiate by direct debit.

We'll direct debit the settlement account and fees account detailed in section 3 above. The settlement account may be debited by Kiwibank for any customer refunds, direct debit reversals or any other amount payable by you under the Fetch agreement. The fees account may be debited by Kiwibank for any customer fees payable by you under the Fetch agreement. All fees must be paid by you on a monthly basis and an invoice will be provided by Kiwibank detailing the amount of fees due to be paid by you and the due date for payment.

You acknowledge and accept that Kiwibank accepts this authority only upon the direct debit conditions referred to at the end of this form.

You cannot specify a direct debit date and you must ensure that:

The bank account details supplied above are correct

There will always be sufficient available funds in the bank account to meet payments payable by you under the Fetch agreement

This direct debt instruction is properly authorised

Each of the bank accounts specified above is a transactional account eligible for direct debit transactions. If uncertain you should contact your bank. Should your direct debit fail, your application will be rejected.

By signing this Fetch application form, you, in consideration of Kiwibank Limited agreeing to provide the Fetch services to you, agree to the terms of the Fetch agreement and the signatories below personally warrant that each of them has the authority to bind you to the Fetch agreement.

Signatory requirements

Company accounts, two directors or if there is only one director, that director, must sign.

Partnerships and Trust, all partners or trustees (as applicable) must sign.

Sole trader accounts, the sole trader must sign.

Authorised signatory 1

Name

Signature

D | D | M | M | Y | Y | Y | Y

 Date

Authorised signatory 2

Name

Signature

D | D | M | M | Y | Y | Y | Y

 Date

Authorised signatory 3

Name

Signature

D | D | M | M | Y | Y | Y | Y

 Date

Authorised signatory 4

Name

Signature

D | D | M | M | Y | Y | Y | Y

 Date

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continued...

6. Fetch agreement and direct debit instructions cont*

Direct debit conditions

Full conditions of the direct debit instructions will be sent to you within five business days, the key conditions are:

1. Kiwibank as initiator:

- (a) Has agreed to give advance Notice of the net amount of each Direct Debit and the due date of the debiting at least 10 calendar days (but not more than 2 calendar months) before the date when the Direct Debit will be initiated. This notice will be provided in writing (including by electronic means and SMS where the Customer has provided prior written consent (including by electronic means including SMS) to communicate electronically). The advance notice will include the following message: "Unless advice to the contrary is received from you at least two (2) days prior to the due date, the amount of \$..... will be directly debited to your Bank account on (initiating date)."
[For dishonoured amounts and reversals as a result of disputes] has agreed to send notice of the net amount of each Direct Debit no later than the day the Direct Debit is initiated. This notice will be provided in writing including by electronic means and SMS where the Customer has provided prior written consent (including by electronic means including SMS) to communicate electronically). The notice will include the following message: "The amount \$....., was direct debited to your Bank account on (initiating date)."

2. The Customer may:

- (a) At any time, terminate this Authority as to future payments by giving notice of termination to the Bank and to the Initiator by the means agreed in writing by the customer, Bank and Initiator.
- (b) Stop payment of any Direct Debit to be initiated under this authority by giving written notice to the Bank prior to the Direct Debit being paid by the Bank.
- (c) Where a variation to the amount agreed between the Initiator and the Customer from time to time to be direct debited has been made without notice being given in terms of clause 1(a) above, request the Bank to reverse or alter any such Direct Debit initiated by the Initiator by debiting the amount of the reversal or alteration of a Direct Debit back to the Initiator through the Initiator's Bank PROVIDED such request is made not more than 120 days from the date when the Direct Debit was debited to my/our account.
- (d) Request the Bank to reverse any Direct Debits initiated by the Initiator under the Instructions by debiting the amount of the Direct Debits back to the Initiator through the Initiator's Bank where the Initiator cannot produce a copy of the Instructions and/or Confirmation to me/us that I/we are reasonably satisfied demonstrate that I/we have authorised my/our bank to accept Direct Debits from the Initiator against my/our account PROVIDED the request is made not more than 9 months from the date when the first Direct Debit was debited to my/our account by the Initiator under the Instructions.