

# Credit Card Debit Request Form

Request and Authority to debit the Credit Card indicated below to pay Pivotel New Zealand Limited



NZBN 942903338835

## DETAILS

PIVOTEL ACCOUNT NUMBER

SURNAME OR COMPANY NAME ("YOU"):

GIVEN NAMES OR NZBN:

Complete Section 1 to charge to your Credit Card.

## SECTION 1: CREDIT CARD AUTHORITY

You request and authorise Pivotel New Zealand Limited, NZBN 942903338835 to arrange for any amount Pivotel New Zealand Limited may debit or charge to be debited from the credit card identified below. This authority is to remain in force until further notice.

DETAILS OF CREDIT CARD TO BE DEBITED (PLEASE TICK ONE) :

VISA       MASTERCARD       AMEX

NAME AS PRINTED ON THE CARD

CARD NUMBER

 -  -  - 

EXPIRY DATE

CCV

 /         

NAME OF FINANCIAL INSTITUTION

ADDRESS OF FINANCIAL INSTITUTION

## ACKNOWLEDGEMENT

By signing this Credit Card Authority you acknowledge that you have read and understood the terms and conditions governing the debit arrangements between you and Pivotel New Zealand Limited as set out in this request.

PAYMENT DETAILS: Debits will be made according to the credit terms of your account.

SIGNATURE

DATE

ADDRESS

You can email completed form to:

[mail@pivotel.co.nz](mailto:mail@pivotel.co.nz)

Alternatively, return completed form by post to:

**Pivotel New Zealand Limited**  
**PO Box 38-415**  
**Wellington Mail**  
**Centre 5045**

If you have any questions or need assistance in completing this form please call our Customer Care team on:

**0508 882 448**

# Credit Card Debit Service Agreement



The following is your Credit Card Debit Service Agreement with Pivotel New Zealand Limited NZBN 9429033338835. The agreement is designed to explain what your obligations are when undertaking a Credit Card Debit arrangement with us. It also details what our obligations are to you as your Credit Card Debit Provider.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Credit Card Debit Request (CCDR) and should be read in conjunction with your CCDR form.

## Definitions

- **card number** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.
- **agreement** means this Credit Card Debit Request Service Agreement between *you* and *us*.
- **banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout New Zealand.
- **debit day** means the day that payment by *you* to *us* is due.
- **debit payment** means a particular transaction where a debit is made.
- **credit card debit request** means the Credit Card Debit Request between *us* and *you*.
- **us** or **we** means Pivotel New Zealand Limited, (the Debit User) *you* have authorised by signing a *credit card debit request*.
- **you** means the customer who signed the *Credit Card Debit Request*.
- **your financial institution** means the financial institution nominated by *you* on the CCDR at which the *account* is maintained.

## 1. Debiting your account

By signing a Credit Card Debit Request, you have authorised us to arrange for funds to be debited to your card. You should refer to the Credit Card Debit Request and this agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Credit Card Debit Request

If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your card on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

## 2. Amendments by us

We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (**14**) days' written notice.

## 3. Amendments by you

You may change the arrangements under a direct debit request by contacting us by telephone on 0508 882 448, or by writing to Pivotel New Zealand Limited, PO Box 38-415, Wellington Mail Centre, 5045.

If you wish to stop or defer a debit payment, you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be emailed to us at [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz).

You may cancel your authority for us to debit your card at any time by giving us fourteen (14) days notice in writing before the next debit day. This notice should be posted to us at Pivotel New Zealand Limited, PO Box 38-415, Wellington Mail Centre, 5045 or sent via email to [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz)

You can also arrange to stop/defer this agreement through your own financial Institution.

## 4. Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the **Credit Card Debit Request**.

If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct

## 5. Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on 0508 882 448 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up with your financial institution direct.

If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

## 6. Accounts

You should check:

- (a) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (b) with your financial institution before completing the Credit Card Debit Request if you have any queries about how to complete the Credit Card Debit Request.

## 7. Confidentiality

We will keep any information (including your account details) in your Credit Card Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

## 8. Notice

If you wish to notify us in writing about anything relating to this agreement, you should write to:

Pivotel New Zealand Limited  
PO Box 38-415  
Wellington Mail Centre 5045

or via email at [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz)

We will notify you by sending a notice via email to the address you have given us in the Credit Card Debit Request.

Any notice will be deemed to have been received on the third banking day after sending.