

VIRTUAL CLIENT FORM

Thank you for your enquiry. To establish an account with Subiaco Business Centre please fill out the following for billing purposes:

Company Name: _____

Name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Home Number: _____ Fax Number: _____ Mobile: _____

Email Address: _____

VIRTUAL SERVICE



Package 1

Mail Collection / Re-direction

Use of street address and PO Box number

Mail collection or mail forwarding

Use of facsimile number & facilities

Fee: 1 x person \$85.00* per month

2nd person \$25.00* extra



Package 2

Mail Collection / Re-direction

Use of street address and PO Box number

Mail collection or mail forwarding

Use of facsimile number & facilities

Incoming / outgoing courier deliveries

Receiving and signing for deliveries

Fee: 1 x person \$142.50* per month

2nd person \$25.00* extra



Package 3

Telephone answering only

Answering telephone calls under designated company name

Taking messages

Sending messages to designated person via email

Allocated phone number included

Fee: 1 x person \$200.00* per month

2nd person \$25.00* extra



Package 4

Mail Collection / Re-Direction - Telephone answering

Use of street address and PO Box number

Use of Front Reception facilities

Answering telephone calls under designated company name

Taking messages

Sending messages to designated person via email

Diverting calls (telephone call cost applies) to your office or mobile

Allocated phone number included

Fee: 1 x person \$265.00* per month

2nd person \$25.00* extra



Package 5

Mail Collection / Re-Direction - Telephone answering – Booking Service

All features of Packages 1-4

Plus Full Calendar Booking Service

Fee: \$325 per month

Diary Management as above, but also includes rescheduling, booking clients according to a map and contacting clients

Fee: \$525 per month



Package 6

All features of Packages 1- 5

Administration Management Package

Invoice directors on or before the 20th of each month – according to agreed rates (including outgoing costs)

Invoice other tenants (occasional or regular) at agreed rate (excluding outgoing costs)

Input into MYOB all expenses from receipts and other paperwork provided by Insight

Every 3 month reconcile bank account with income and expenses

Once a year reconcile Bank account 12 month period and forward report to Accountant

Every three months create GST report (MYOB) and forward to Accountant.

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Other occasional tasks – provide information on income and expenses (various expenses accounts) for Director's consideration

Answer any queries and rectify any discrepancies that may occur.

Liaise with Accountant.

Fee: \$75 per hour including MYOB License Fee and operating charges. Telephone, printing, paper and actual hardware are additional as per SBC price list

Fee: \$650 per month – dependant on quantity

At Subiaco Business Centre, we aim to provide an individual service for each client.

Please advise of address to re-direct your mail to

Name:

Address:

State:

Post Code:

Please specify how you would like your calls answered:

To ensure a prompt service, please select one of the following:

- ☐ Receptionist to email messages (at no extra cost) : **Email Address:** _____
- ☐ Receptionist to hand out your mobile to caller (at no extra cost)
- ☐ Receptionist to divert call through to your mobile (with additional cost)
- If no answer ☐ Leave message on voicemail or ☐ Retrieve call & forward message via email

FURTHER INSTRUCTIONS

Please specify any further instructions that you may require for your service:

ADDITIONAL INFORMATION REQUIRED

ONLY IF APPLICABLE: Please fill in the following with your staff members details (*an additional fee will apply for extra staff members*):

Name	Mobile	Email Address
1.		
2.		
3.		
4.		

TERMS & CONDITIONS

Payment

Accounts are to be paid in advance and via PayWay (Direct Debit). If you wish to proceed, please complete PayWay Form below and return it to our office. Payments will be deducted on the due date which is 7 days after date of invoice.

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Cancellation of Service

After six month period from start date there is one months (30) days' notice is required. Please notify in writing.

Set-up Fee

A one-off set-up fee of \$75 * is applicable.

Requested Changes

Requests to change the service after it is established may attract a non-standard service maintenance fee. If the fee applies, this will be clarified at the time of the request, before the change is made.

Clients Name: _____

Clients Signature: _____

Date signed: _____

Date service to commence: _____

FOR OFFICE USE

Allocated Phone Number: _____

☐ Entered in MYOB

Date: _____

Entered by: _____

☐ Entered in PayWay

Date: _____

Entered by: _____

☐ Entered in Telephone List

Date: _____

Entered by: _____

☐ Entered in Avaya

Date: _____

Entered by: _____



Subiaco Business Centre (353471)

Direct Debit Request (DDR)

You may contact us as follows:-

Phone: 08 9380 8333
Email: admin@subiacobusinesscentre.com
Mail: Suite5/531 Hay Street
Subiaco, WA, Australia 6008

All communication addressed to us should include your Customer Number.

PART A - Your Details

Customer Number:	<input type="text"/>		
Customer Name:	<input type="text"/>		
Phone Number:	<input type="text"/>		
Email Address:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
State:	<input type="text"/>	Postcode:	<input type="text"/>

PART B - Schedule

Payments will be debited on the due date.

If the scheduled date is not a banking day, the debit will take place on the next banking day.

Continued on next page...



PART C - Cheque/Savings Account

✓ I/We request and authorise Subiaco Business Centre (353471) to arrange, through its own financial institution, a debit to your nominated account any amount Subiaco Business Centre (353471), has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Financial Institution:	<input type="text"/>
Branch:	<input type="text"/>
Account Name:	<input type="text"/>
BSB No.	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>
Account Number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

I/We request and authorise Acknowledgement. By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Subiaco Business Centre as set out in this Request and in your Direct Debit Request Service Agreement.

Signature:	<input type="text"/>	Date:	<input type="text"/>
Signature:	<input type="text"/>	Date:	<input type="text"/>

If debiting from a joint bank account, both signatures are required.

Completed Application

Return your completed application by mail to:-

Mail:	Suite5/531 Hay Street	
	Subiaco, WA, Australia	6008



Customer Direct Debit Request (DDR) Service Agreement

This is your Direct Debit Service Agreement with Subiaco Business Centre (353471). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

How to Contact Us

Enquiries

You can contact us directly or alternatively contact your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:-

Phone:	08 9380 8333
Email:	admin@subiacobusinesscentre.com
Mail:	Suite5/531 Hay Street Subiaco, WA, Australia 6008

All communication addressed to us should include your Customer Number.

Definitions

account means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

agreement means this Direct 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 Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between *us* and *you*.

us or **we** means Subiaco Business Centre, (353471) *you* have authorised by requesting a *Direct Debit Request*.

you means the customer who has signed or authorised by other means the *Direct Debit Request*.

your financial institution means the financial institution nominated by *you* on the DDR at which the *account* is maintained.



Debiting your account

By signing a *Direct Debit Request* or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the *Direct 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 *Direct Debit Request*.

or

We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the *Direct Debit Request*, a billing advice which specifies the amount payable by you to us and when it is due.

If the *debit day* falls on a day that is not a *banking day*, we may direct your financial institution to debit your account 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.

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.

Amendments by you

You may change, stop or defer a *debit payment*, or terminate this agreement by providing us with at least 7 days notification by writing to:

Suite5/531 Hay Street
Subiaco, WA, Australia 6008

or

by telephoning us on 08 9380 8333 during business hours;

or

arranging it through your financial institution, which is required to act promptly on your instructions.

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 *Direct Debit Request*.

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

- you may be charged a fee and/or interest by your financial institution;
- you may also incur fees or charges imposed or incurred by us; and
- 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.



Dispute

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 08 9380 8333 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 directly with *your financial institution*.

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.

Accounts

You should check:

- with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- *your account* details which *you* have provided to *us* are correct by checking them against a recent account statement; and
- with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

Confidentiality

We will keep any information (including *your account* details) in your *Direct 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*:

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

Notice

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

Subiaco Business Centre
Suite 5/531 Hay Street
Subiaco, WA, Australia 6008

We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.

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