



**RESOLVER  
GROUP**

# Resolver Group

## **Direct Debit Policy**

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# 1 The Agreement

## 1.1 The Parties

1.1.1 Check Technology Group Pty Ltd ABN 22 623 070 057, Suite 126, 58 – 62 Water Street South, Toowoomba, Queensland Australia (hereinafter referred to as “Resolver Group”, “us”, “our”) and the Customer (being an entity subscribing to Resolver Group for the provision of services) agree that by accessing Resolver Group Services, you (hereinafter referred to as “The Customer”, “you” and “your”) accept, without limitation or qualification, the terms and conditions contained within this Standard Form of Agreement.

## 1.2 Access to the SFOA Document

1.2.1 The current SFOA will always be available from <https://resolvergroup.com.au/policies>.

1.2.2 If The Customer requires assistance in reading this document, please contact our office on 1800 497 152.

## 1.3 Changes to the SFOA

1.3.1 Resolver Group may change the SFOA at any time. We will notify The Customer if we change the SFOA using the means detailed in Section 9.5.

1.3.2 Where we change the SFOA and notify The Customer, The Customer’s continued use of the Service signifies the Acceptance of the updated SFOA, without limitation.

## 1.4 Customer Rights

1.4.1 Telecommunications Legislation requires Resolver Group to supply telecommunications services to The Customer on the terms and conditions of a “Standard Form of Agreement”.

1.4.2 Under Australian Telecommunications Legislation The Customer and Resolver Group must comply with our Standard Form of Agreement unless The Customer and Resolver Group have agreed differently.

# 2 Direct Debit Policy

## 2.1 What is a Direct Debit?

2.1.1 Direct Debit is a service that is provided by Resolver Group through your bank to allow for the automatic payment of your Resolver Group invoices directly from your bank account on the due date of the invoice.

2.1.2 Resolver Group offers Direct Debit from either your Australian Bank Account or your Australian Credit/Debit Card.

2.1.3 You will be required to agree to a separate Direct Debit Agreement through our Direct Debit Service Provider, GoCardless, in the event that you wish to have a Direct Debit from your Australian Bank Account.

2.1.4 Resolver Group uses eWay Payments for Direct Debit and Real Time Transactions from an Australian Credit or Debit Card. These payments would be conducted through the Resolver Group website directly and do not require a separate agreement with our Payment Processor.

## 2.2 When will my invoice be debited from my account?

2.2.1 Your currently due balance will be debited from your bank account on the Due Date stipulated on your invoice.

2.2.2 The Due Date of your Invoice is set to 14 Calendar Days following the issuing of your invoice.

## 2.3 How much will be debited from my account?

2.3.1 We will debit your current owing balance on the due date, unless otherwise agreed.

2.3.2 We require at least 1 Full Business Day notice to cancel a direct debit.

2.3.3 You can request a Payment Plan or Regular Schedule Direct Debit Payment. These payments are by agreement only and you will be required to sign a Direct Debit Schedule Agreement.

## 2.4 How is the Direct Debit amount applied to my balance?

2.4.1 Resolver Group will take your full owing balance by Direct Debit on your Debit Date unless otherwise agreed, this payment will then be applied to your owing balance on your account, leaving a \$0.00 Balance on your account.

2.4.2 In the event that a Payment Plan or “Regular Schedule” is in place, your Direct Debit Payment will be applied to your oldest invoice first, continuing from oldest to newest invoice until your balance is paid in full.

2.4.3 If you have a currently disputed balance, we will not apply any payments against that balance until the dispute has been resolved.

## 2.5 Where can I get more information?

2.5.1 You can contact our Accounts Receivable Team by email at [ar@ResolverGroup.com.au](mailto:ar@ResolverGroup.com.au) or call us on 1800 497 152 between 7AM and 8PM Monday – Saturday, excluding Public Holidays, to obtain more information.