



BGL Automated Payments Client Service Agreement and Monthly Payment Plan

Parties

- “We”, “Us”, “Our” refers to **BGL Corporate Solutions Pty Ltd (BGL)**
 - “You”, “Your” refers to the client/merchant/customer who signs the Automated Payment Request.
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1. Payment Arrangements / Debiting Your Account

1. We will debit your nominated account in accordance with your Automated Payment Request (i.e. the drawing amount, frequency, commencement date) as advised to you in writing (or electronically) at least **14 days’ notice** before the first payment.
 2. If the due date for your Automated Payment falls on a weekend or public holiday, we will process it on the next business day.
 3. We will not change the amount or frequency of payment arrangements without giving you notice.
 4. We reserve the right to cancel payment arrangements if **three or more payments are returned unpaid** by your nominated financial institution and to require you to make alternate payment arrangements. You are responsible for any fees or charges resulting from dishonoured payments.
 5. The payments will relate to amounts owing to us, including fees, costs, chargebacks, or other amounts payable by you under this Agreement or any related Service / Merchant agreement.
 6. All information pertaining to your nominated account held at a financial institution will be kept private and confidential except as necessary to process Automated Payments.
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2. Monthly Payment Plan (if applicable)

1. You authorise us to debit your nominated bank account (or credit/debit card if agreed) on the first business day, mid-month, and the last business day of each calendar month, or as otherwise specified in the Automated Payment Request. We may adjust payment dates if needed and will notify you of any changes.
 2. If a payment fails due to insufficient funds or another reason, we will attempt an additional debit.
 3. Any downgrades to your subscribed services (or changes) will take effect from the next calendar month.
 4. Upon signing this agreement, you authorise BGL to debit your nominated bank account or credit card for all the monthly services you have subscribed to with BGL
 5. We will provide you (or your designated contact) with a tax invoice within **3 business days** of the account debit.
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3. Changing or Terminating the Automated Payment

1. You may terminate or amend this Automated Payment arrangement at any time by providing written notice to us, or by submitting a request via **MyBGL**. Any such notice or request must be received at least **14 business days** before the next scheduled payment date.
 2. You may stop payment of a specific transaction by providing written notice to us or submitting a request through **MyBGL** at least **14 business days** prior to the scheduled payment date.
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4. Your Responsibilities

1. It is your responsibility to ensure there are **sufficient clear funds** in the nominated account to meet each payment on its due date.
2. It is your responsibility to ensure the authorisation you give to draw on your nominated account matches the signing instructions held by your financial institution.



3. You must advise us **promptly** if the account nominated is transferred, closed, or its details change.
 4. If your payment is dishonoured or returned unpaid for any reason:
 - You may be charged fees or interest by your financial institution.
 - We may impose fees, charges, or interest on you.
 - You must arrange payment by another method, or ensure sufficient funds are available by an agreed time, so that we can process the payment.
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5. Disputes / Wrong Payments

1. If you believe a payment has been made incorrectly (i.e. outside the payment arrangement), contact us at accounts@bglcorp.com.au or on **1300 654 402**. We will investigate.
 2. Alternatively, you may lodge a **payment claim** with your financial institution.
 3. If our investigation determines that your account has been debited incorrectly, we will arrange for your financial institution to adjust your account accordingly and notify you of the adjustment.
 4. If we find there was no error, we will provide you with reasons and any supporting evidence.
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6. Privacy & Use of Information

1. We collect the information in your Automated Payment Request in order to process and manage your payment arrangement, and will keep these details private and confidential, except where disclosure is required to financial institutions or other agencies to process the transactions or as required by law.
2. You consent to us disclosing your relevant account and personal information to your financial institution, any clearing system, or other third parties as reasonably necessary to effect the automated payment arrangements.



7. BGL Contact Details

BGL Corporate Solutions Pty Ltd
15-17 Shierlaw Avenue (PO Box 83)
Canterbury, Victoria, 3126
Australia

Telephone: +61 (0)3 9530 6077 / 1300 654 401

Email: info@bglcorp.com.au

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