CityLink Business Account
Application form

CityLink® Linking Melbourne

Welcome to CityLink. Complete your details below to apply for a Business account, which **must contain four or more e-TAG® devices**.
Please note that incomplete forms may delay the opening of your account.

☐ **New account**
Complete sections 2–6

☐ **Upgrade from Standard to Business account**
Complete sections 1–6

☐ **Change of Business name or ABN/ACN**
Complete sections 1–6

Section 1 Existing account(s) detail

Please provide us with **signatures of the primary contact** of each of your existing accounts. If you require more than one page, please photocopy this form before completing. Note that remaining credits will be transferred to the new account.

Account number	PIN	**Name of Primary Contact** As the primary contact, I authorise the transfer of all nominated vehicles and all e-TAGs from this account, plus the closure of this account.	Job Title	Signature
PRE-EXISTING ACCOUNTS MUST REMAIN ACTIVE STATUS UNTIL NEW ACCOUNT IS OPEN				

Section 2 Details for New Account, Company or Individual/Sole Traders details (all fields must be completed)

☐ Australian Private Company ACN*

☐ Individual/Sole Trader ABN*

Company or Individual/Sole Traders name* **(MANDATORY FIELD)**

Trading name*

Line of business **(MANDATORY FIELD)**

e-TAG device delivery address (MUST BE STREET ADDRESS)

Street address **(MANDATORY FIELD)** | Suburb | State | Postcode

Address for tax invoice (complete only if different to above)

Mailing address | Suburb | State | Postcode

PRIMARY CONTACT

The primary contact has full access to account maintenance functions. There can only be one primary account contact. Only the primary account contact can close the account.

Title Name

Telephone number

( )

Facsimile

( )

Email address

Mobile number

Account access number (PIN)*

SECONDARY CONTACT

Secondary contact(s) are responsible for the day to day management of the CityLink account. They can not close the account.

Title Name

Telephone number

( )

Facsimile

( )

Email address

Mobile number

Account access number (PIN)*

INVOICE CONTACT

The invoice contact receives all invoices. There can only be one invoice account contact. They can not close the account but they can change the "invoice to" address. If no invoice contact is nominated, invoices are sent to the primary contact.

Title Name

Telephone number

( )

Facsimile

( )

Email address

Mobile number

Account access number (PIN)*

*** Each contact needs to supply a unique 6 digit security PIN** to allow secure telephone and internet access to your CityLink account.

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Section 3 Vehicle details (A minimum of 4 e-TAGs and 4 vehicles)

Please complete the table below with all the details of existing vehicles and any vehicles you wish to add to this account. An e-TAG will be issued for each new vehicle listed on the table – for the first three years a minimum annual CityLink expenditure of $27.50 per e-TAG is required. If you require more than one page, please photocopy this form before completing. You can supply this information to us electronically by setting up a spreadsheet in the same format and emailing it to us. Please make sure you complete all the relevant details. Make, Model, e-TAG device number, and Fleet ID are not required when adding a motorcycle.

Registration number	State	Make	Model	e-TAG no (if applicable)	Fleet ID (optional field)
ALL e-TAGS FROM EXISTING CITYLINK ACCOUNTS (SEE SECTION 1) WILL BE TRANSFERRED UNLESS RETURNED					
A B C 1 2 3	V I C	Ford	Falcon	0 1 3 4 5 7 8 8 8 8 2 4	Any word or number up to 28 digits

Tolls are charged in accordance with Class of Vehicle, Class – CAR (Cars, vans, small buses-seating for 12 or less), **Light Commercial Vehicle – LCV** (Cab chassis, GVM 1.5 to 4.5 tonnes, 2 axles), **Heavy Commercial Vehicle – HCV** (Bus, 13 or more seats, articulated, more than 4.5 tonnes or 3 or more axles). **Motorcycle** (includes motorcycles with a trailer or side-car). These are general definitions of classes. There are specific rules for particular types of vehicles. Transurban will determine the class of each vehicle by reference to the Melbourne CityLink act (Vic) 1995.

Section 4 CityLink electronic invoices (MANDATORY)

e-Invoices are provided monthly free of charge. You'll be notified by email and receive three files with trip details in EXCEL, PDF and CSV formats.
Please note: At anytime you request a copy of a detailed invoice to be sent to your nominated postal address, a one-off detailed invoice fee will be charged to your account.

Email address

Which day of the month to you wish to have your invoices issued?

☐☐ / ☐☐

Section 5 Account payment details

How would you prefer to pay your CityLink invoices?

- ☐ Direct debit from bank account (please fill in the Direct Debit Request attached)
- ☐ Automatic charge to credit card (for privacy reasons call 1300 360 962 with credit card details). This option is only for invoices below $10,000. A credit card surcharge fee may be applied.
- ☐ Manual or cheque payment
- ☐ Electronic Funds Transfer (EFT) – for details see overleaf

Section 6 Customer Service Agreement

I confirm that the details on this form are correct, and acknowledge that my contract with CityLink Melbourne Limited will not begin until I receive my e-TAG pack with the terms and conditions enclosed. (If you do not accept them refer to the instructions on the e-TAG pack.) I request payment via the method indicated above and am authorised to sign for the transfer of funds. **All applications will undergo a credit check and we reserve the right to request for additional financial security if we consider you pose a credit risk.**

Company director to complete:

Title | First name | Surname | Job Title

Signature | Date ☐☐ / ☐☐ / ☐☐

☐ CityLink may occasionally wish to advise you of special offers by way of direct marketing. CityLink does not allow others to use your details for marketing purposes. If you do not want CityLink to contact you directly for such offers, please tick the box.

Once you have completed this form in full, please email it to us at **applicationforms@transurban.com.au**, fax it to **03 8656 8525** or post it to **CityLink Business Customer Service, Locked Bag 28, South Melbourne VIC 3205**. If you would like more information, you can visit **citylink.com.au**, email us at **applicationforms@transurban.com.au** or call **1300 360 962**. For operating hours please visit our website.

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CityLink Business Account Opening Checklist

Please note incomplete forms may delay the opening of your account.

☐ **Have you ticked the relevant account to be opened?**

New Account — please tick if you do not have an existing account with CityLink.

Update from existing CityLink account — please tick if you would like to close your existing Everyday account and transfer all details to new account.

Changing business name or ABN/ACN — please tick if you would like to close your existing account.

☐ **Section 1 — Existing account(s) details**

Have you completed all fields for the existing account/s to be closed. This is mandatory.

Please note: If the primary contact is no longer an employee, please attach written authorisation signed by the Company Director, General Manager, Financial Controller or Company Secretary written on company letterhead.

☐ **Section 2 —** If the ABN supplied with your Business account application indicates that your business entity is a Partnership, Sole Trader or a Trust we will need additional information to be submitted. Please note a copy of the Business Account Service Agreement can be downloaded from www.citylink.com.au

All documentation once complete can be scanned and emailed to applicationforms@transurban.com.au

Partnership ABN – CityLink requires details of all the partners.

On Letterhead please provide signed, written authorisation from each partner:

- Authorising CityLink to open a Business account in the partnership name and each accepting the Business Account Service Agreement.
- In addition please include for each partner:
  Full name
  Date of birth
  Drivers license number
  Address
  Signature.

Sole Trader ABN – CityLink requires details of the individual who is the sole trader.

On a letterhead please provide signed, written authorisation from the sole trader:

- Authorising CityLink to open a Business account in the sole trader name and accepting the Business account Service Agreement.
- In addition on the same letterhead please advise the following details for the sole trader/individual:
  Full name
  Date of birth
  Drivers license number
  Address
  Signature.

Trust ABN – CityLink requires details of all the trustees.

On a letterhead please provide signed, written authorisation from the each trustee:

- Authorising CityLink to open a Business account in the trust name and accepting the Business account Service Agreement.
- In addition on the same letterhead please provide for each trustee:
  Full name
  Date of birth
  Drivers license number
  Address
  Signature.
- Please supply a copy of the following pages from your Trust deed of:
  The title page
  Page(s) including all trustee names and signatures.

☐ **Section 3 – Vehicle details**

Have you provided total number of e-TAGs required? Please ensure make and model details are included.

☐ **Section 6 – Customer Service Agreement**

Has the Company Director signed this section? This must be signed by the Company Director, please include title when signing.

All applications will undergo a credit check and we reserve the right to request for additional financial security if we consider you pose a credit risk.

CityLink has the ability to exchange information with third party reporting agencies if required.

The listing of payment defaults with a Credit Reporting Agency may also be required.

A late payment fee is applicable, for payments made after the due date of the invoice.

Direct Debit Request – Business

Request for debiting amounts from your bank account and crediting them to your CityLink account via the direct debit system. Please fill in all fields for prompt processing.

Contact details of bank account holder

Surname of customer(s)

Given name(s)

Address

Postcode

Telephone number (work) ( )

Telephone number (home) ( )

Telephone number (mobile)

Email address

Details of account to be debited

Name of Financial Institution where account is held

Branch name

Name of account to be debited

BSB number –

Account number

or

Credit card details

You may nominate a credit card account as your monthly payment method and we accept Visa, MasterCard, American Express and Diners Club. The card holder must be added as an account contact.
Please note: a credit card surcharge fee may apply.

For privacy reasons, please call 1300 360 962 with credit card details.

Authorisation

I/We

Surname of customer

Given names

of company name (if applicable)

ABN

authorise and request CityLink Melbourne Limited (APCA User ID Number 066 429) to arrange for any amount CityLink Melbourne Limited has deemed payable to be debited from my/our account at the financial institution identified above through the Bulk Electronic Clearing System (BECS).

This Direct Debit Request is made subject to the CityLink Melbourne Limited Direct Debit Request Service Agreement (see overleaf).

Customer signature

Date / /

Customer signature

Date / /

If joint account, all signatures are required.

Once you have completed this form in full, mail it to **CityLink Customer Service, Reply Paid 69935, Locked Bag 28, South Melbourne VIC, 3205** or fax to **03 8656 8585**.

For more information about Everyday or Access accounts please visit **citylink.com.au**, email **assist@citylink.com.au**, or call **13 26 29**.

For more information about Business accounts please visit **citylink.com.au**, email **applicationforms@transurban.com.au**, or call **1300 360 962**.

For operating hours please visit our website.

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Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions on which you have authorised us, CityLink Melbourne Limited, to automatically deduct amounts that become payable to your CityLink Account from your bank account at your financial institution. Your *Direct Debit Request ('DDR')* authorises us to arrange for the payment of amounts due to us, and at the times required, for the tolls, fees and charges you have incurred in your use of CityLink.
2. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure as to whether direct debit is available on your account, you should check with your bank. You should also check your account details against a recent statement from your bank. If you are uncertain as to how to complete this DDR, please check with your financial institution.
3. We can amend this Direct Debit Request Service Agreement at any time after giving you a minimum of 14 days notice. We can vary any of the debit arrangements after giving you a minimum of 14 days notice.
4. You can cancel, vary, defer or suspend the *DDR*, or stop an individual debit from taking place under this agreement by contacting us on the contact details below. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made. Stop and cancellation requests can also be directed to your financial institution.
5. If a payment due date falls on a weekend or a Victorian or national public holiday, the debit will be processed on the next business day. If you are unsure as to when a debit will be processed you should ask your bank.
6. You must ensure that you have sufficient clear funds available in your nominated account on the due date to permit the payment under the *DDR*. If funds are not available you will need to arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee.
7. If CityLink Melbourne Limited incur any bank fees or charges as a result of a dishonoured direct debit, these fees may be passed on to you as a charge on your CityLink Account.
8. If you believe there has been an error in debiting your account, you should notify us directly on the contact details below, 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.
9. We will keep information about your financial institution account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.
10. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account.

Require assistance?

For more information about Everyday or Access accounts please visit **citylink.com.au**, email **assist@citylink.com.au**, or call **13 26 29**.

For more information about Business accounts please visit **citylink.com.au**, email **comcare@citylink.com.au**, or call **1300 360 962**.

For operating hours please visit our website.

Collection Statement

CityLink Melbourne Limited (ABN: 65 070 810 678) is a member of the Transurban Group. Transurban respects people's privacy. We have asked for the personal information on this form so we can open an account for you to use CityLink and certain other eligible toll roads.

We may disclose your personal information to other Transurban Group entities and third party service providers who we work with, including other toll road operators. We may disclose information to our overseas contractors based in the Philippines, the United States and certain other countries, although we will always take steps to ensure your personal information is kept secure and is handled in a way that is consistent with the Australian Privacy Principles. Where your account is in payment default, we may disclose your personal information to debt collection companies and credit reporting bodies. The credit reporting bodies that we deal with from time to time are listed on our website.

Our privacy policy and credit reporting policy explain how we collect, use and disclose personal information and credit information, including how to contact us with access or correction requests or if you wish to make a complaint about how your personal information or credit information has been handled. Our privacy policy and credit reporting policy are available on our website at www.citylink.com.au, or you can ask one of our customer service representatives to send you a copy of either policy by mail.