

# Diners Club Qantas Frequent Flyer Card



## World MasterCard Card Application

**PERSONAL**  
Supp Card DC Only: XM000003

PLEASE USE BLOCK LETTERS and provide all information to avoid delays in processing.

**Please note that the Diners Club Companion World MasterCard Card will be delivered to the main cardholder's preferred mailing address.**

Please issue a companion World MasterCard Card to my main account:

### Existing Main Cardholder Details

Title	Surname	Given names	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Postcode	Driver's licence no.	Date of birth	MasterCard ATM Cash Access
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Your Diners Club account no.			
<input type="text" value="3"/> <input type="text" value="6"/> <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"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
Email address (mandatory) - We will use this address to send you statements and notices in relation to your account			Mobile phone
<input type="text"/>			<input type="text"/>

Please issue a companion World MasterCard Card to my additional account:

### Existing Additional Cardholder Details

Title	Surname	Given names	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Postcode	Driver's licence no.	Date of birth	MasterCard ATM Cash Access
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Your Diners Club account no.			
<input type="text" value="3"/> <input type="text" value="6"/> <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"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
Email address (mandatory) - We will use this address to send you statements and notices in relation to your account			Mobile phone
<input type="text"/>			<input type="text"/>

### Direct Debit Setup

**Please note, direct debit is mandatory on this account.**

**(Jointly and severally, You)** request and authorise Diners Club Pty Limited (User ID Number 008582) ("**Diners Club**") to arrange for any amount that Diners Club may debit or charge You to be debited through the Bulk Electronic Clearing System from the account identified below. This authority is given subject to the terms and conditions of the Direct Debit Request Service Agreement.

**Your direct debit will be drawn seven (7) days after the statement issue date. Please see overleaf for terms and conditions.**

Name of your financial institution	Name of your account
<input type="text"/>	<input type="text"/>
Postcode	Address
<input type="text"/>	<input type="text"/>
BSB no.	Account no.
<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"/> <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"/> <input type="text"/> <input type="text"/>

### Signatures

Main cardholder's signature	Date	Additional card applicant's signature	Date
<input type="text" value="X"/>	<input type="text"/>	<input type="text" value="X"/>	<input type="text"/>

## Direct Debit Terms and Conditions

This is your **Direct Debit Service Agreement** with Diners Club Pty Limited ABN 35 004 343 051 (User ID Number 008582). It explains what your obligations are when undertaking a Direct Debit Request arrangement with us. It also details what our obligations are to you as your Direct Debit Request provider. Please keep a copy of this agreement for your future reference. It forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with your Direct Debit Request authorisation.

### 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.

**business 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 Diners Club Pty Limited ABN 35 004 343 051 (User ID Number 008582).

**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 Direct Debit Request at which the account is maintained.

### 1. Debiting your account

- 1.1 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.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request, the terms of this Direct Debit Request Service Agreement and the relevant terms and conditions applicable to your Diners Club account.
- 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the next business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. Amendments made by us

- 2.1 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

- 3.1 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: Diners Club Pty Limited, GPO BOX 40, Sydney NSW 2001; or arranging it through your own financial institution, which is required to act promptly on your instructions.

If you change, stop or defer a debit payment or terminate this agreement you must make suitable alternate arrangements for payment of your Diners Club card.

\* Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising us, Diners Club Pty Limited ABN 35 004 343 051 (User ID Number 008582) of your new account details.

### 4. Your obligations

- 4.1 It's your responsibility to ensure that:
  - a) there are sufficient clear funds available in your account 2-3 days prior to the Debit Day to allow a debit payment to be made in accordance with the Direct Debit Request;
  - b) you notify us if the nominated account is transferred or closed;
  - c) you pay the repayment due by an alternative method if the direct debit arrangements are cancelled either by you or us;
  - d) your payments are up-to-date, whether a notice is received from us or not;

- e) If there are insufficient clear funds in your account to meet a debit payment;
  - i) you may be charged a fee and/or interest by your financial institution;
  - ii) you may also incur fees or charges imposed or incurred by us; and
  - iii) 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.

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

### 5. Other important information you should know

- 5.1 All enquiries and requests for payment changes should be directed to us. All disputes or cancellations should be directed to us or your financial institution.
- 5.2 We will initiate debits to your nominated financial institution account in accordance with the instructions on the Direct Debit Request form, which will be held by us.
- 5.3 Deductions made under the authority of this direct debit request will appear as payments on your Account Statement.
- 5.4 Direct Debit will automatically debit the amount you specify from your nominated account seven (7) days after the issue date.

### 6. Disputes

- 6.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 360 060 and confirm that notice in writing (Ref: 9 Notice) 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.
- 6.2 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.
- 6.3 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.

### 7. Accounts

- 7.1 You should check:
  - a) 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;
  - b) your account details which you have provided to us are correct by checking them against a recent account statement; and
  - c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

### 8. Confidentiality

- 8.1 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.
- 8.2 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).

### 9. Notice

- 9.1 If you wish to notify us in writing about anything relating to this agreement, you should write to: Diners Club Pty Limited, GPO BOX 40, Sydney NSW 2001
- 9.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.
- 9.3 Any notice will be deemed to have been received on the third business day after posting

Completed application forms should be returned to:

e: [dinersnewapp@citi.com](mailto:dinersnewapp@citi.com) Mail: **Diners Club International, GPO BOX 40, Sydney, NSW 2001**

For further information call Diners Club Customer Service 24 hours a day on **1300 360 060**