

# Linkt Commercial 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 Linkt.

**Upgrade from existing Linkt 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 Commercial 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 Commercial Account Service Agreement can be downloaded from [www.linkt.com.au](http://www.linkt.com.au)

**All documentation once complete can be scanned and emailed to [comcaremelb@linkt.com.au](mailto:comcaremelb@linkt.com.au)**

**Partnership ABN**—Linkt requires details of all the partners (minimum 2)

- Have you provided minimum 2 partner's details in Director Personal details Column?
- Alternatively, on Letterhead please provide signed, written authorisation from each partner:
  - Full name
  - Date of birth
  - Driver's licence number
  - Address
  - Signatures

**Sole Trader ABN**—Linkt requires details of the individual who is the sole trader.

- Have you provided sole trader/individual details in Director Personal details Column?
- Alternatively, on letterhead please advise the following details for the sole trader/individual:
  - Full name
  - Date of birth
  - Driver's licence number
  - Address
  - Signatures

**Section 3—Details of Business contact Person/s**

Provide contact details of authorised contact people to manage your Linkt Commercial account

**Section 4—Linkt electronic invoices**

Please provide the day of the month you wish to receive your electronic invoice

**Section 5—Vehicle details**

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

**Section 6—Account payment details**

Have you selected your preference to pay your Linkt invoices?

**Section 7—Customer Service Agreement**

Has the Company Director signed Section 7? This must be signed by the Company Director, please include title when signing. CEO/CFO/Financial Controller can sign this section if director is unavailable. 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.

**Both partners need to sign Section 7, if entity is a partnership.**

Linkt has the ability to exchange information with third party reporting agencies if required. The lists 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.

# Linkt Commercial Account Application Form



Welcome to Linkt. Complete your details below to apply for a Commercial account.

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

- New account** Complete sections 2-7
  **Upgrade from Tag or Tagless to commercial account** Complete sections 1-7
  **Change of Business name or ABN/ACN** Complete sections 1-7

## 1 - Existing account(s) details

Include the signature of the primary contact for each of your existing accounts below. If you require more than one page, please photocopy this form before completing it. Any remaining credits will be transferred to the new account.

**PRE-EXISTING ACCOUNTS NEED TO REMAIN ACTIVE UNTIL YOUR NEW ACCOUNT IS OPEN.**

Account number	PIN	Name of primary contact <small>As the primary contact I authorise the transfer of all nominated vehicles and tags from this account, in addition to the closure of this account.</small>	Job title	Signature
<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"/>

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

**All applications will undergo a credit check. We reserve the right to request further financial security if we consider that you pose a credit risk. Failure to provide all required data may delay the processing of your application.**

Australian Private Company (ACN) / Australian Required Body Number (ARBN)\*

Individual/Sole Trader ABN\*  **You must provide an ACN or ARBN of the holding entity if ABN relates to a Trust.**

Company/Individual/Sole Trader/Partnership

Trading name\*  Line of business\*

Please provide details of a minimum of two directors if entity is a partnership.

### 1. Director personal details

Title  First name\*

Surname\*

Date of birth\*

Driver Licence Number\*

### 2. Director personal details

Title  First name\*

Surname\*

Date of birth\*

Driver Licence Number\*

### 3. Director personal details

Title  First name\*

Surname\*

Date of birth\*

Driver Licence Number\*

### Current residential address\*

House/Unit no.\*

Street name\*

City/Suburb\*

State\*  Postcode\*

### Current residential address\*

House/Unit no.\*

Street name\*

City/Suburb\*

State\*  Postcode\*

### Current residential address\*

House/Unit no.\*

Street name\*

City/Suburb\*

State\*  Postcode\*

\*Mandatory field

### 3 - Details of business contact person/s\*

#### 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.

#### Secondary contact\*

Secondary contact(s) are responsible for the day to day management of the Linkt account. They cannot close the account.

#### Invoice contact\*

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

Title First name

Surname

Telephone number

Fax number

Mobile number

Email address

Title First name

Surname

Telephone number

Fax number

Mobile number

Email address

Title First name

Surname

Telephone number

Fax number

Mobile number

Email address

Each contact needs to supply a unique 6-8 digit security pin to allow secure telephone access to your Linkt account

Account access number (PIN)

Use my email address (above) as my user name

Choose a different user name

Account access number (PIN)

Use my email address (above) as my user name

Choose a different user name

Account access number (PIN)

Use my email address (above) as my user name

Choose a different user name

Web user name

Web user name

Web user name

Tag delivery address \*

Must be street address

Mailing address\*

City

State

Postcode

Mailing address for tax invoice

Complete only if different from above

Mailing address\*

City

State

Postcode

### 4 - Linkt electronic invoices (MANDATORY)

Monthly e-invoices are provided free of charge. You'll be notified by email and receive three files with trip details in PDF, CSV and RAW formats.

Please note: Any time you request a copy of a detailed invoice to be sent to your nominated postal address, a one-off requested statement fee will be charged to your account.

Email address for electronic invoices

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

## 5 - Existing account(s) detail

Use the table below to list all the details of existing vehicles and any vehicles you wish to add to this account. A tag will be issued for each new vehicle listed on the table. If you require more than one page, please photocopy this form before completing it. If you'd prefer, you can supply this information to us electronically by setting up a spreadsheet in the same format and emailing it to us. Be sure to complete all the relevant details, as incomplete forms may create a delay in the opening of your account. Make, model, tag device number and Fleet ID are not required when adding a motorcycle.

ALL TAGS FROM EXISTING LINKT ACCOUNTS (SEE SECTION 1) WILL BE TRANSFERRED UNLESS RETURNED

Registration number	State	Make	Model	Tag no. (if applicable)	Fleet ID (if optional)

The class of your vehicle, along with the distance you travel, determine the tolls you pay. Vehicle classes on Melbourne's toll roads are set out in the contracts both CityLink and EastLink have with the Victorian Government and are determined base on each vehicle's size, weight, and configuration. For more information visit [linkt.com.au/melbourne/vehicleclass](http://linkt.com.au/melbourne/vehicleclass)

### The vehicle classes are:

**Car** - motor car, including caravan and trailer, and small buses with 12 or less seats

**LCV** (light commercial vehicle) - classed as having a Cab chassis, 2 axles and be 1.5-4.5 tonnes GVM, may also include some 4WDs

**HCV** (heavy commercial vehicle) - classed as being over 4.5 tonnes GVM and having 3 or more axles. Also in this class are buses with 13 or more seats including the driver and articulated trucks

**Motorcycle** - includes motorcycles with a trailer or side-car. Year, and Make and model are not required when adding a motorcycle

## 6 - Existing account(s) detail

How would you prefer to pay your Linkt invoices?

Direct debit from bank account (please fill in the Direct Debit Request attached)

Automatic charge to credit card (for privacy reasons call 13 33 31 with credit card details). A credit card surcharge fee may be applied.

Manual payment

## 7 - Customer Service Agreement

I authorise the new account to be opened in the name of the Company or Individual/Sole Traders name advised in section 2 and accept the Commercial Account Customer Service Agreement (available at [linkt.com.au](http://linkt.com.au)). I request payment via the method indicated above and am authorised to sign for the transfer of funds.

Company Director to sign\*\*

Title\*  First name  Surname  Job title

Signature

Date

 /  / 


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

BOTH PARTNERS NEED TO SIGN IF ENTITY IS A PARTNERSHIP

Signature

Date

 /  / 

\*Mandatory field

\*\*CEO/CFO/Financial Controller can sign this section if Company Director is unavailable.

Once you have completed this form in full, please email it to us at [applicationforms@transurban.com.au](mailto:applicationforms@transurban.com.au), or mail it to **Linkt Melbourne Customer Service, Reply Paid 69935, Locked Bag 28, South Melbourne, VIC 3205** or fax it to **03 8656 8585**.

For more information about Commercial accounts please visit [linkt.com.au](http://linkt.com.au), email [comcaremelb@linkt.com.au](mailto:comcaremelb@linkt.com.au), or call 13 33 31.

For operating hours please visit our website.

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# Direct Debit Request



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

Linkt account number

## Contact details of bank account holder

Title	First name	Surname	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Telephone	Telephone (Work)	Mobile	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Mailing address	City	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>		

## Details of account to be debited

Name of financial institution

Account name

Address of Financial Institution

BSB number  Bank account number

Please note that opening payments cannot be deducted from your bank account.

## Nominate a credit or debit card

You may nominate a credit card account as your monthly payment method and we accept MasterCard Credit and Visa Credit, MasterCard Debit and Visa Debit, American Express, Diners Club cards. The card holder must be added as an account contact.

Please note a Payment Card Surcharge will apply.

For privacy reasons, please call 13 33 31 with credit card details.

## Authorisation

Surname of customer(s)	Given name(s)
I/we <input type="text"/>	<input type="text"/>
Of company name (if applicable)	ABN
<input type="text"/>	<input type="text"/>

authorise Tollaust Pty Limited (Debit User Identification Number 408856) to arrange for any amount Tollaust Pty 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 Tollaust Pty Ltd Direct Debit Request Service Agreement (see overleaf).

Customer Signature	Date	Customer Signature	Date
<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"/>

If joint account, all signatures are required.

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

For more information about Commercial accounts please visit [linkt.com.au](http://linkt.com.au), email [comcaremelb@linkt.com.au](mailto:comcaremelb@linkt.com.au), or call 13 33 31.

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## Direct Debit Request Service Agreement

1. This Direct Debit Request Service Agreement (**Agreement**) sets out the terms and conditions on which you have authorised us, CityLink Melbourne Limited (ABN: 65 070 810 678) (**CML**), to automatically deduct amounts that become due and payable to your Linkt 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 Linkt.
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 financial institution. You should also check your account details against a recent statement from your financial institution. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account. 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 financial institution.
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 CML 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 Linkt account.
8. If you believe there has been an error in debiting your account, you should notify us immediately on the contact details below, and confirm that notice in writing to us as soon as possible so that we can resolve your query. 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. We may send notices either electronically to your email address or by ordinary post to the address you have given us. Any notice will be deemed to have been received on the third business day after emailing or posting.

## 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 maintain 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 Laws. 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.linkt.com.au](http://www.linkt.com.au), or you can ask one of our customer service representatives to send you a copy of either policy by mail.

## Require assistance?

For more information about Everyday accounts please visit [linkt.com.au](http://linkt.com.au), email [assistmelb@linkt.com.au](mailto:assistmelb@linkt.com.au) or call 13 33 31.  
For more information about Commercial accounts please visit [linkt.com.au](http://linkt.com.au), email [comcaremelb@linkt.com.au](mailto:comcaremelb@linkt.com.au) or call 13 33 31.  
For operating hours please visit our website.