



# Conditions of Use for Regular Payments Visa Card Accounts

## Regular Payments

### What is a 'Regular' Payment?

Regular payments can be either a recurring payment or an instalment payment. A Regular Payment represents an agreement between you (the cardholder) and a merchant in which you preauthorise the merchant to bill your card account at predetermined intervals (e.g. monthly or quarterly) or at intervals as agreed by you. The amount may differ or be the same for each transaction.

### What are the benefits of Regular Payments?

There are many benefits for cardholders who set up regular payments including:

1. Ensures timely payments to the merchant
2. Saves you time as the payment is processed automatically
3. Saves you money as you do not have to pay for cheques, money transfers or postage, nor will you be liable for late fees.

### Customer Responsibilities & Obligations

Regular payment arrangements are an agreement between you (the cardholder) and the merchant.

Cardholders are encouraged to maintain a record of any "Regular Payment Arrangement" they elect to enter into with a merchant. A Template can be obtained from [www.apca.com.au](http://www.apca.com.au)

To either change or cancel any "Regular Payment Arrangement" you should contact the merchant at least 15 days prior to the next scheduled payment. Until you attempt to cancel the "Regular Payment Arrangement" we must accept the merchant's transaction. If possible you should retain a copy of your change/cancellation request. Should the merchant fail to act in accordance with these instructions you may have rights to a Dispute.

Should your card number be changed i.e. as a result of lost or stolen card you must request the merchant to change the details of your existing "Regular Payment Arrangement" to ensure arrangements continue. If you fail to undertake this activity your "Regular Payment Arrangement" either may not be honoured by us or the merchant may stop providing the goods and/or services.

Should you elect to close your card account or your account is closed by us you should contact the merchant to revise your "Regular Payment Arrangement" as the merchant may stop providing the goods and/or services.

### Customer Rights

Any issues with your regular payments, including the failure of the merchant to act on a change in account details advice, should be taken up directly with your merchant first. Should further assistance be required to resolve an issue yourself and a merchant, contact your financial institution for more information.

A set of FAQs will also be placed on APCA's website: [www.apca.com.au](http://www.apca.com.au)