



QUICK COACH ACADEMY

AUSTRALIA'S MOST AFFORDABLE LIFE COACHING SCHOOL

What is Life Coaching?

Life coaching is a method of self-exploration, as well as a means for facilitating personal development. The process of life coaching is made up of:

- Where we are
- Where we want to be
- How we'll get there
- Celebrating our achievements

Life coaches bring an open mind and fresh perspective to their clients. Their expertise and skills come together to inspire their clients to discover who they really are and what they are capable of. Ultimately, life coaches help their clients to define change and success for themselves, on their own terms.

Making the Decision

Life coaching offers a unique and highly rewarding career opportunity. Many people come to life coaching seeking a way to move their life into new directions, inspire others to create lasting change in their lives, and discover opportunities for success in the process. As you consider if the life coaching journey is right for you, think about the following questions:

- ✓ Do you want to feel fulfilled in every aspect of your life: personal development, relationships, career, etc.?
- ✓ Would you like to make a real difference in the world?
- ✓ Do you feel a strong desire to experience new challenges, seek out new opportunities and make new discoveries about yourself?
- ✓ Are you passionate about self-development and becoming the best YOU possible?
- ✓ Do you find it extremely satisfying when you inspire others to fulfil their own dreams?
- ✓ Do you yearn to live life totally on your own terms?
- ✓ Are you ready to contribute to your loved ones on a more meaningful level?
- ✓ Do you have a natural curiosity for what makes people think and behave the way they do?
- ✓ Are you prepared to be associated with other success-oriented people?
- ✓ Would you like to live a life of continual improvement, passion and fulfilment?
- ✓ Would you love having a career that is centred on making a difference in the world?
- ✓ Are you ready to fill your life with a meaningful sense of authenticity and purpose?

If you answered with a resounding YES to the questions above, perhaps it's time to move your coaching career forward.

Why choose Quick Coach?

So you've made the decision to embark on your personal journey as a life coach? Congratulations! But every new life coach needs expert guidance, someone to show them the ropes and pass on the skills and techniques that other coaches have tried, tested and applied with excellent results.

The life coaching industry is one of the fastest-growing in Australia. There are plenty of options for your coaching training; why choose Quick Coach? Here are nine great reasons to go with Quick Coach for your life coaching training:

1. Quick Coach has a fast-paced, action-packed life coaching course – you can complete your training in just eight weeks!
2. Quick Coach is the most affordable coaching training in Australia – our programs are half the cost of other coaching schools!
3. Quick Coach includes some of the industry's leading teachers, trainers and coaches to guide students through the program.
4. All course materials, classes and coaching training are included in your investment.
5. Quick Coach is the most innovative approach to coaching training in Australia.
6. Our new Coach Boot Camp includes a marketing training – we'll teach you to market wisely so you can have all the clients you want!
7. Quick Coach offers ongoing support – you can call our team any time, or attend any of our monthly professional development classes.
8. Quick Coach offers online and live training options, so you can build your coaching skills and knowledge at your convenience.
9. Quick Coach has a 100% money back guarantee – if, after attending our two-day Coach Training, you've decided that coaching is not for you, we'll happily give you your money back!

Becoming a Life Coach CAN happen quickly!

Life coaching is currently experiencing enormous growth in Australia and worldwide. In fact, coaching currently represents Australia's second fastest growing industry! Becoming a coach can be an incredibly rewarding profession, as well as a wonderful journey of self-discovery along the way. But, how long does "the way" need to be?

This is why we created Quick Coach!

The Quick Coach system is Australia's most affordable, efficient and flexible way to jumpstart your coaching career.

All our life coaching training programs and course material have been prepared by a highly-qualified and experienced team of educators and practitioners. Our courses place high priority on the practical application of the skills necessary for being an effective coach, and on the personal development of coaches-to-be.

What courses does Quick Coach offer?

Quick Coach offers a wide variety of coaching training and professional development programs which are tailored to meet any need!

Practitioner of Coaching

This course is a “Coaching 101,” where you’ll be given the tools to jumpstart your one-on-one coaching career. You’ll find this course to be a journey of self-discovery, while building the skills and knowledge for coaching mastery. It begins with a two-day Base Camp coaching weekend. During this weekend, you’ll be introduced to the Seven Coaching Modules, practical coaching elements that will provide the framework of your Quick Coach Practitioner course and access to our business building and marketing course. This is Australia’s most affordable life coaching course, and will give you valuable skills you’ll need to become an effective life coach. The Practitioner

of Coaching program is made up of five main components:

1. “Create Your Destiny” Pre-Learning Course: A self-paced course for your own personal development.
2. Base Camp training weekend: Two jam-packed days of “live” training to get your coaching career started.
3. Learning Materials: Coaching Practitioner, Advanced Practitioner and How to Build your Coaching Business Manuals.
4. Online Classes: Over 30 hours of pre-recorded coaching classes to help you become an effective coach.
5. Live webinar classes: Live classes that you can listen to and participate in, from the comfort of your home.

Advanced Practitioner of Coaching

The Advanced Practitioner of Coaching training program includes all of the basic Practitioner components described above, plus:

1. Extra three-day training in NLP.

2. Additional training in advanced coaching techniques.
3. Two modules on Advanced Marketing Strategies for Coaches.
4. Skills and techniques for finding and developing a niche.

Diploma of Coaching

The Diploma of Coaching program includes all of the Practitioner and Advanced Practitioner components described above, plus:

1. Additional four-day training in NLP to complete the ABNL-approved Practitioner of NLP certificate.
2. Additional two-day training in Running Fantastic Workshops.

3. Dedicated training on how to create and maintain a powerful web presence and how to leverage this in your coaching career.

The Diploma program goes beyond one-to-one coaching and into leveraging your time and creating a passive income source. The program requires about nine to twelve months to complete and is designed for students who want to tap into their inner entrepreneur.

Master Coach

The Master Coach program includes all of the Practitioner, Advanced Practitioner and Diploma of Coaching components described above, plus:

1. Master Practitioner of NLP
2. Extended DISC profiling

Pathway to International Certification

QC has partnered with the International Association of Coaching to provide a pathway to International Certification through the IAC Coaching Masteries. With this partnership, QC can assist students in

becoming IAC certified, and leverage IAC’s rigorous certification process to further promote coaching excellence and professionalism.



Get Started Now! *Beginning your coaching journey with Quick Coach is easy.*

1. Simply choose your course - Practitioner of Coaching, Advanced Practitioner of Coaching, Diploma of Coaching or Master Coach.
2. Complete the student acceptance form, including payment details. Email your completed form to enquiries@quickcoach.com.au or fax it to (03) 8610 1252.
3. Once your completed form has been received, you will be given access to hours of online training, and your pre-learning content.
4. One of our team will also make contact with you, to congratulate you and ensure you know how to get started.

Testimonials

Our students have said...

"Prior to choosing QuickCoach, I made extensive enquiries with 3 other Life Coaching schools. I carefully weighed up factors like; course inclusions, course costs, course value for money, the importance of "official" accreditation, and course duration. Having just completed the 2 day base camp, which I found fascinating, I am convinced that Quick Coach is the best value life coaching course currently available."

GREG G, ARMADALE, VIC

"This training was mind blowing! Everything was delivered with the intention to give all of us students the tools and knowledge to go out and become a coach. Glen is an incredible individual that gave 100% to the group going above and beyond my wildest expectations to deliver an amazing weekend. I can't put into words the impact Quick Coach has already had on my life, Thank You Glen!"

TRENT W, PRAHRAN VIC

"I loved the energy, the inspiration and the fact that I walked away with clearer refined goals and ready to take action. Glen is a fantastic trainer with amazing insights and a wealth of information that he imparts with humour and joy. This training was just what I needed to ignite the momentum to move forward toward achieving my goals as a coach."

EOIN, QLD

"I loved everything about this training from my own boundaries being shifted to the tons of learning and support. Glen is a true mentor, open, honest and real."

IRINI K, TASMANIA

"I learnt more in two days than I thought humanly possible. I found Glen to be the most amazing, entertaining and knowledgeable trainer I have ever had the pleasure to be in a room with. His passion for Personal Development is infectious and his ability to know exactly what button to push with so many people at one time was uncanny. I would recommend this training to anyone looking for personal development or wanting to become a coach, it delivered in spades on both counts."

PHIL W, VERMONT, VIC

"This training was full of opportunities to share experiences, practical skills and helping to get rid of any fears that I had about coaching."

KERRY, VIC

"The simplicity yet complexity of depth in the training was brilliant. I am so excited to move forward with my coaching journey with passion and purpose."

DEB D, QLD

"Glen is a genuine caring person who really wants you to succeed, and will do whatever it takes to make it happen. Thank you for this opportunity. I will make you proud."

AMANDA, NSW

"Totally, absolutely action oriented and practical. Glen is direct, a truly great educator and this training was great value for time and money."

GERALDINE, BAYSWATER, WA

Quick Coach Programs

	Value	Certified Coach (On-line)	Practitioner Of Coaching	Advanced Practitioner Of Coaching	Diploma Of Coaching
The QC Coaching Skills Handbooks- - Practitioner of Coaching Manual - Advanced Coaching Skills Manual - Building Your Successful Coaching Business Manual	\$1,800	Included	Included	Included	Included
Advanced skills for the Coach - 6 Webinars extending your knowledge of coaching	\$1,200	Included	Included	Included	Included
Outstanding Coaching in Practice – A series of coaching sessions for you to listen to and experience. An outstanding way to further embed your new skills and learn some more.	\$1,200	Included	Included	Included	Included
Marketing and Business Building for the beginner Coach – 52 Classes designed to help your coaching business explode	\$3120	Included	Included	Included	Included
Face to Face 2 Day Coaching Training Your Q.C introduction to the coaching World. You will have enough knowledge after these 2 days to get out there and start coaching! 2 Days	\$2,000	Recorded Equivalent	Included	Included	Included
“The Coach Tutor” A series of over 40 classes spread across the year covering multiple aspects of Coaching, Personal Development and Human behaviour	\$4500	NA	Included	Included	Included
Coach Training Teams - After your Live 2 Day training benefit from the experience of working with 2 other coaches for 4 hours each as you further enhance your coaching skills. In addition you have the opportunity for 8 hours of coaching to remove your own barriers and limiting beliefs and map out your own perfect future.	\$1200	NA	Included	Included	Included
“The Riches are in the Niches” – A specialised webinar series on Niche Coaching. How to identify if there is a hole in the market and a market in the hole.	\$900	NA	NA	Included	Included
Neuro-Linguistic Programming 3 day Training These 3 days are the first 3 out of 7 for the Practitioner Certificate	\$1750	NA	NA	Included	7 Day NLP
Leadership and Executive Coaching A complete unit for all coaches who want to work with Executives and in Leadership	\$3000	NA	NA	NA	Included
International Accreditation Training Webinar classes to help you gain the skills to become an ICF accredited coach or an IAC accredited Coach	\$2000	NA	NA	NA	Included
Advanced Coaching for Leaders A 2 day training about self leadership and coaching Leadership	\$2500	NA	NA	NA	Included
1:1 Coach mentoring x 10 Hours Supervised Coach practice sessions	\$2000	NA	NA	NA	Included
Neuro-Linguistic Programming 7 Day Practitioner Course The most advanced coaching techniques in the World.	\$3500	NA	NA	NA	Included
The Cyber Coach This series is all about getting you inside the thinking of the Entrepreneur.	\$2,000	NA	NA	NA	Included
Fantastic Workshops Learn how To Run Workshops, Seminars and Training Events – A 2 day training that teaches everything you need to know to run your first event.	\$2200	NA	NA	NA	Included
Total Value		\$7,820	\$14,110	\$16,760	\$30,960
Your Investment		\$997.00	\$2,497.00	\$2997.00	\$4997.00
That's a saving of		\$7,002	\$8,700	\$12,350	\$14,750

QUICK COACH



Student Acceptance Form

We recommend that you keep a copy of this document.

Please fill in all the below fields:

Given Name: Surname:

Address:

..... Postcode:

Tel (Day): Mobile:

Email Address:

Date of birth:

Courses Available	Express Option	Tick your selection	Ezy Option	Tick your selection
QC Practitioner Coach (Quick Stream On-Line)	\$997 (save \$353) (Payment required in full)		\$1350 (Deposit \$50) \$25 weekly for 12 months	
QC Practitioner Coach (Face-to-Face)	\$2497 (save \$245)		\$2748 (Deposit \$500) \$43.23 weekly for 12 months	
QC Advanced Practitioner + 3 Day NLP	\$2997 (save \$200)		\$3197 (Deposit \$497) \$51.95 weekly for 12 months	
QC Diploma + 7 Day NLP Practitioner	\$4997 (save \$351)		\$5348 (Deposit \$500) \$93 weekly for 12 months or \$49 weekly for 24 months	

Course materials will only be sent once Quick Coach has received a completed student acceptance form, along with a deposit or payment in full by one of the following options:

1. Credit Card deposit or payment in full

Please debit my Visa Bankcard MasterCard Amex the amount of \$ _____

Card number: _____

Expiry Date: _____ CCV#: _____

Date: _____ Signature: _____

2. Bank Transfer deposit or payment in full

I have deposited the amount of \$ _____ into Quick Coach's bank account, on the (date) _____

Bank – Commonwealth, Account Name - Quick Coach, BSB – 063 149, Account No – 1042 6651

It would be appreciated if you put your name as a reference for your transfer. Please allow us 24 hours to verify your deposit has arrived. Thank you for your understanding.

By signing this form you agree that you have read and agree to all terms and conditions for students.

Today's date: Training date/ location:

Name: Signature:



10 Broome Ave, Mentone VIC 3194, Australia

Phone 1800 424 556 | Fax (03) 8610 1252 | www.quickcoach.com.au

Quick Coach Terms & Conditions

The payment in full of the investment amount to Quick Coach entitles the Student to:

1. Attend the trainings the student has selected and receive the training services provided at that training, & receive a copy of the training materials that are relevant to the training service that has been selected at the time of enrolment.
2. 12 month's membership of Quick Coach in the program selected

Training – I agree –

1. That the training sessions which I will be required to participate in may be personally, emotionally and physically challenging for me and I agree that I have undertaken any necessary tests or investigations with a suitably qualified expert before commencing training to ensure that I am physically, mentally and emotionally fit for it.
2. I will not hold Quick Coach liable for any loss or cost or damages incurred by me (or any person related to me) in the event of mental, physical, emotional stress or distress (or other ailment or condition) caused either directly or indirectly in relation to these training sessions. I will indemnify you in the event of any such claim.
3. Cancellations made 5 working days prior to the *"Basecamp Training Weekend"* face-to-face training or the NLP training will incur a \$300 fee to cover the venue, catering and administrative costs. This fee will only be waived if a doctor's certificate can be provided prior to the training commencing.
4. To access all classes via phone or internet at my own cost and that some training sessions will be recorded for training & marketing purposes.
5. That once I have chosen and enrolled in my selected program I cannot downgrade my choice as considerable intellectual property has already been imparted to me by Quick Coach.

Course payments –

1. Upon being accepted into your chosen program, all course fees for that program are due based on the complete fee schedule in your Students Acceptance form. Changing your mind is not a reason for a refund, by signing your acceptance form we understand you have chosen your course carefully.
2. The Course deposit is non-refundable as it is payment for the Starter Kit and Online Membership Codes being provided. It must be paid before the Base Camp Training Weekend, and early withdrawal from any course results in due fees being calculated based on what classes have been delivered to the student. Changing your mind is not a reason for any type of refund as considerable intellectual property is imparted to the Student.
3. If paying the course fees by instalments (Ezypay), if two of those instalments are missed then the whole amount of the course fee immediately becomes due & payable. Failure to make payments as agreed will result in all recovery costs being the responsibility of the student and become due to Quick Coach.

The Client, in consideration of The Course to be provided by Quick Coach under this agreement, agrees –

1. To indemnify & keep indemnified Quick Coach from & against all loss, damage or liability (whether criminal or civil) suffered & legal fees & costs incurred by Quick Coach resulting from breach of this agreement by the Student including if applicable any neglect or default of the Student's employees or agents.
2. Not to cause or permit anything which may damage or endanger the intellectual property of Quick Coach or assist or allows others to do so (Quick Coach's intellectual property includes all aspects of Quick Coach's intellectual property in whatever form associated with Quick Coach, including but not limited to the rights contained in their website, stationary, customer lists, graphics, literature, style of trading, copyright, design rights, patents, logos, course materials and content etc).
3. Not to solicit, deal with or engage any of the personnel provided by Quick Coach to supply the Course for a period of two years from the date of the agreement without the prior written consent from Quick Coach, not deal with or engage in business dealings with any Quick Coach personnel.
4. Not to make copies or distribute any of the written, audio or video materials from the Course other than as required to do so for the purpose of participating in the Course. Except as this Agreement specifically permits, at any time to divulge to any third party any part of the Confidential Information or of the Intellectual Property nor provide to any third party a copy of any document or audio recording which comprises or contains Confidential Information or Intellectual Property.
5. The course fees and the course selected are not transferable for any reason.
6. That any publicity or information provided by Quick Coach in relation to the provision of the Course are for guidance only & are subject to alteration from time to time without consent from the Student.
7. That in the event that Quick Coach is liable to any extent under this agreement or under general law Quick Coach's liability is to be limited to the amount of the Fee paid by the Student.
8. That Quick Coach is not liable in any way if the Course contains materials which the Student is already familiar with.
9. That Quick Coach has not made any representation that participation in the Course guarantees success as a Life or Executive Coach or NLP Practitioner or will guarantee income.
10. Assessments required to achieve competency in the Course will be conducted and any certificate or statement of attainment will only be awarded once competency is achieved & upon the completion of all payments.
11. All difference which may arise as a result of this agreement shall be referred to a single arbitrator to be agreed upon by the parties

The completed Acceptance Form is signed with the understanding that all terms and conditions, are read and agreed to.



10 Broome Ave, Mentone VIC 3194, Australia

Phone 1800 424 556 | Fax (03) 8610 1252 | www.quickcoach.com.au



Direct Debit Request Form - new customers only
Please use BLACK (Preferable) / BLUE BALL POINT PEN. * Compulsory field

Principal Name:

Section A - CUSTOMER INFORMATION

Your Reference ID for this Customer:

Company Name:

* First Name:

* Surname:

* Date of Birth: . . Password:

* Address Line 1:

Address Line 2:

* Suburb: * State: * P/C:

* Phone (M): Phone:

* Email:

Section B - PAYMENT INSTRUCTION

IMPORTANT

Fees and charges may apply.
Please allow 5 working days for processing after the form is received by Ezypay

1) First debit or once off debit \$. To be debited on: . .

2) Regular amount \$. To be debited every: Month(s) or Week(s) Starting on: . .

3) Optional

Ending on: . . *Debits will continue if no end date is specified* OR End after this total amount is collected: \$. *Debits will continue if no total amount figure is specified*

Note : This total amount collected option needs to be pre-organised with EZYPAY

Section C - PAYMENT METHOD (please select Bank Account or Credit Card)

Name of Institution e.g. ("Commonwealth Bank"):

Suburb where branch is located:

Name of Account Holder(s):

BSB Number: - Account Number:

I / we authorise Ezypay Limited APCA User ID Number 064323 to debit my / our accounts at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS)

OR

CREDIT CARD

Select your card type: VISA MASTERCARD AMEX DINERS

Card Number: Expiry Date: .

Name on Card:

Section D - AUTHORISATION

This authorisation is to remain in force in accordance with the Terms and Conditions on this page and on the reverse side which I/we have read and understood.

DO NOT MARK THIS BOX
EZYPAY REFERENCE NO

1. 2. . .

Signature of cardholder(s) or account holder(s)

60684

(White - fax to EZYPAY and retain / Yellow copy - customer copy)



TERMS AND CONDITIONS

My authority to Ezypay to direct debit my account

1. I authorise Ezypay to:

- make periodic direct debits of my account for the Principal's fees;
- make periodic direct debits of my account for Ezypay's fees and charges including:
 - Ezypay's fee for the direct debit service;
 - Ezypay's fee for securely maintaining my data;
 - Ezypay's fee for establishing my account;
 - Ezypay's fee in the event that I fail to meet a periodic direct debit; and
 - Ezypay's fee in the event that I choose to use Ezypay's pre-notification service.
- make the periodic direct debits in accordance with:
 - the payment arrangement for the Principal's fees outlined in Section B;
 - Ezypay fees and charges as published on the Ezypay website;
 - these Terms and Conditions; and
 - any agreement between Ezypay and the Principal.

2. I acknowledge that:

Ezypay may:

- charge a data handling fee of up to \$3.00 inclusive of GST payable quarterly.
- charge the data handling fee, payable for the quarter prior, in October, January, April and July each year.

3. I will:

- refer any disputed debit item or amount to the Principal.

My acknowledgment of who the parties are and what they do:

4. The Principal is:

- the organisation referred to as Principal on the front of this Direct Debit Request Form; and
- the provider of goods or services to me.

5. Ezypay is:

- the direct debit agent of the Principal;
- the organisation which debits my account and keeps my data secure; but
- not otherwise a provider of goods or services to me.

6. Ezypay will not:

- have any express or implied liability in relation to goods or services provided by Principal; or
- have any obligation to provide a tax invoice to me for its fees and charges.

7. There are separate Agreements between:

- Ezypay and me (recorded in this document);
- the Principal and me; and
- the Principal and Ezypay.

My acknowledgment of when Ezypay may terminate this Direct Debit Authority

8. Ezypay may:

- terminate this Direct Debit Authority and cease to provide the direct debit service at any time by written notice sent by mail or email.

My acknowledgment of when I may terminate this Direct Debit Authority and what may happen.

9. I may:

- terminate this Direct Debit Authority by providing seven (7) days written notice to Ezypay.

10. If I give notice to terminate this Direct Debit Authority, Ezypay may:

- make any periodic direct debits due within the seven (7) days notice period.

11. If a Direct Debit Authority is terminated by either party,

- any contracts, agreements or payment obligations I have with the Principal will not be affected.

My authority for the amount of the periodic direct debits of the Principal's fees to be varied

12. I authorise the Principal to:

- vary the amount, frequency and date of the periodic direct debits of its fees from time to time; and
- vary the periodic direct debits of its fees in accordance with my agreement with the Principal;

Provided that:

- the Principal makes reasonable attempts to provide prior notice to me.

13. I authorise Ezypay to:

- vary the amount, frequency and date of the periodic direct debits of the Principal's fees from time to time if instructed by the Principal;

Provided that:

- Ezypay is not on notice that the Principal has not made reasonable attempts to provide prior notice to me; and
- Ezypay is not on notice that the variation is not otherwise in accordance with my agreement with the Principal.

My authority for the amount of the periodic direct debits of Ezypay's fees and charges to be varied

14. I authorise Ezypay to:

- increase the rates of its fees and charges without prior notice on the 30th June of each year by CPI or 5%, whichever is greatest.

15. Ezypay will not:

- increase the rates of its fees and charges by more than CPI or 5% or at times other than 30 June,

Unless:

- Ezypay makes reasonable attempts to provide prior notice to me in time for me to terminate this Direct Debit Authority.

My acknowledgement of what may happen if the amount of the periodic direct debit is varied

16. If Ezypay, in compliance with these Terms and Conditions, varies the amount of the periodic direct debit,

- Ezypay will do so without requiring a signed agreement; and
- Ezypay will do so without requiring a new Direct Debit Request Form.

My acknowledgment of when these Terms and Conditions may be varied

17. Ezypay may:

- vary these Terms and Conditions by posting a new version on its website.

18. Ezypay will not:

- notify the amended Terms and Conditions other than on its website; or
- use this method to vary the amount of the periodic direct debits.

19. I will:

- check Ezypay's website from time to time for variations to these Terms and Conditions.

20. Any amended Terms and Conditions will apply to Ezypay and I if:

- Ezypay posts the amended version on its website;
- 14 days after posting, I have not objected; and
- 14 days after posting, I have not terminated the Direct Debit Authority.

My acknowledgment of my responsibility in relation to periodic direct debits

21. I must:

- inform Ezypay or the Principal of any changes to my account;
- inform Ezypay or the Principal of any changes to my contact details;
- do all things reasonably necessary to facilitate the periodic direct debiting of my account in accordance with these Terms and Conditions;
- have a suitable account available for the periodic direct debits; and
- have sufficient funds available in my account for the periodic direct debits.

My acknowledgment of what may happen if I have insufficient funds

22. If I do not have sufficient funds in my account for the periodic direct debits and I do not have a genuine dispute with the Principal or Ezypay,

Ezypay may:

- charge me a failed payment fee for each unsuccessful debit;
- charge me the failed payment fee at the rate published on the Ezypay website from time to time;
- charge me the failed payment fee even though I have also been charged a fee by my financial institution;
- charge me collection fees;
- charge me legal fees; and
- in conjunction with the Principal, implement re-debit measures to recover any outstanding amounts.

23. Ezypay will not:

- be liable for any fees or charges which arise because I had insufficient funds in my account; or
- provide any information or explanation regarding unsuccessful debits of my account.

24. I must:

- direct any enquiries about unsuccessful debits of my account to my financial institution.

My acknowledgment of what may happen if I claim a refund

25. If I claim a refund,

- Ezypay will not be under any obligation to pay it;
- however, Ezypay will conduct itself in accordance with its Refund Policy.

Variations to debit amounts due to external factors

My acknowledgment of when a delay might occur

26. A delay may occur in the processing of a periodic direct debit if:

- there is a public or bank holiday on the day or the day after a payment is due to be made by direct entry;
- a payment is received either on a day which is not a banking business day or after the normal close of business on a banking business day;
- Ezypay does not receive the Direct Debit Request Form in time to process the request prior to the first due periodic direct debit;
- Ezypay does not receive a request for variation in time to process the request prior to the next due periodic direct debit;
- information supplied on a Direct Debit Request Form or any requested variation is incomplete, incorrect, illegible or, for any other reason, does not allow Ezypay to process the information promptly;
- I do not meet my responsibility to have sufficient funds available in my account; or
- there are failures or difficulties with technology.

My acknowledgment of what Ezypay will and will not do in relation to variations with periodic direct debits

27. Ezypay will:

- make reasonable attempts to minimise any variance to amounts of periodic direct debits affected by exchange rate fluctuations; and
- make reasonable attempts to minimise any variance to amounts of periodic direct debits affected by factors within its control.

28. Ezypay will not be responsible or liable for any variance to or shortfall to debit amounts of periodic direct debits caused by:

- exchange rate fluctuations;
- delay as referred to above;
- external factors beyond the control of Ezypay;
- the date on which a periodic direct debit is processed by Ezypay's Sponsoring Financial Institution; or
- the timing of when a periodic direct debit is requested and processed.

29. Ezypay will not be liable for any faults in the direct debiting of my account caused by:

- fraudulent activity;
- security hacking;
- environmental disasters;
- failure of technology systems used by Ezypay;
- any fault in the technology systems used by Ezypay for direct debiting; or
- any delay or interruption caused by the technology systems used by Ezypay to facilitate direct debiting,
- except where such faults arise from Ezypay's own negligent acts or omissions.

My authority for Ezypay to communicate with me to:

30. I authorise Ezypay to communicate with me to:

- validate and confirm my identify;
- validate and confirm my bank account details;
- validate and confirm my authority for periodic direct debits;
- assist the Principal to service and promote its products; and
- promote third party products.

Ezypay may:

- provide specific customer access on its website;
- communicate with me by all other available means;
- advertise related and unrelated products on its website;
- inform me of products, services or special offers relating to the provision of its direct debit service and other related financial service products;
- inform me of products, services or special offers for third party products whether related to Ezypay services or not; and
- notify me in the event of termination of the agreement between Ezypay and the Principal.

My release and indemnity to Ezypay

31. I release and indemnify Ezypay in respect of:

- any payment made by me or any direct debit of my account made by Ezypay pursuant to these Terms and Conditions;
- the matters set out and payments made in accordance with the Direct Debit Request Form and these Terms and Conditions;
- any claim I, or the Principal or any franchisor of the Principal or any third party may have in relation to the payments made by me pursuant to these Terms and Conditions and the Direct Debit Request Form; and
- any situation where, despite my account being debited by Ezypay, the Principal fails to provide or suspends the provision of services to me,
- except where loss or damage arises due to Ezypay's own negligent acts or omissions.

My authority to Ezypay to service my account:

32. I authorise Ezypay to:

- verify the details of my account with my financial institution;
- release personal information about me to assist a debt collection agency to recover any outstanding payment from me; and
- release such information as is reasonably required by my financial institution in relation to an incorrect or wrongful debit.

33. I authorise my financial institution to:

- release such information to Ezypay as is necessary to allow Ezypay to verify my bank account details.

I acknowledge that:

- if any of these Terms and Conditions or any part of them is illegal or invalid, then only those terms and conditions or that part of them will be void and the remainder will remain in full force and effect.

I acknowledge that the Ezypay Pty Limited Privacy Policy and Refund Policy can be found at www.ezypay.com.au.

EZYPAY PTY LTD –

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