Dr Anthony
MANDER

EZYPAY

Terms and Conditions

By accepting the use of Ezypay you have agreed to their conditions as set out on their customer direct debit authority. Currently (March 2020) their fees are:

Customer load fee (incl. GST)	$2.20 Charge to Customer
Transaction fees (incl. GST)	Charge to Customer
Bank account	$0.36 + 1.7490% of the debit amount
Visa / MasterCard	$0.36 + 1.7490% of the debit amount
American Express / Diners	$0.36 + 3.9600% of the debit amount
Customer failed payment fee (incl. GST)	$9.79 Charge to Customer

They may vary these. It is their responsibility to inform you of any changes.

They email you before a charge is made to ensure you have funds to cover the transaction.

As you can see, the fees for using their services are minor, except the failed payment fee.

If your payment fails (usually because of insufficient funds, cancelled card or date expired card), Ezypay will contact you to give you an opportunity to settle the account. If you do then, in addition to their failed payment fee, we make an extra charge of $25 to your Ezypay account to cover our processing costs.

If you do not settle the account, you will be given one further chance after which your account will be suspended. At that point no further medication will be issued, and the de-registration process will commence.

To resurrect your account, all outstanding fees must be paid to Ezydebit. In addition, we charge $100 to your Ezypay account to manage this, including re-registration with the Health Department when necessary.

It is therefore in your interest to make sure a failed payment does not occur