

Regular Payments



Product Profile

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 pre-authorise 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. For example:

-)] You may ask your local gymnasium to charge your monthly gym membership fee to your VISA card each month.
-)] You may have purchased a new television from your local appliance store and are being billed by the merchant in subsequent multiple periods.

What are the Benefits of Regular Payments?

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

-)] Ensures timely payments to the merchant
-)] Saves you time as the payment is processed automatically
-)] Saves you money as you do not have to pay for cheques, money transfers or postage, nor will you incur late fees

Member Responsibilities and Obligations

Regular payment agreements are an arrangement between you (the cardholder) and the merchant. You should keep a record of all regular payment arrangements you have established with your merchant and store in a safe place. A template for recording your regular payment arrangements is available from the Australian Payments Clearing Association – www.apca.com.au

You are responsible for notifying the merchant when your account details change, including a change in card number and/or change of card expiry date. Until you notify the merchant, your financial institution is required to process transactions from the merchant.

You can download a Change of Account Details letter to your merchant from our website.

We recommend you keep a copy of any change of Account Details letter sent to your merchant and your earlier regular payment agreements. This correspondence will be required if your merchant does not comply with your request in a timely manner and you decide to dispute any incorrectly charged regular payments.

Member Rights to Dispute

Any issues with your regular payments, including the failure of a 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 between yourself and a merchant contact First Option for more information.