

EZYPAY

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# SMS Pre-debit Notifications



## Refund Policy

### Definitions

**SMS Pre-debit Notifications** refers to an SMS sent to customers 3 working days prior to their debit.

- 1 A business or customer can choose to opt out of this SMS pre-debit notification at any time.
- 2 The SMS will say "Funds will be debited from your account in 3 work days for <business name>. Make funds available to avoid dishonour fees. Reply STOP to opt out of notification.
- 3 Customers will be charged 55c per SMS on the day the SMS is sent.
- 4 If you would like to opt out of this SMS pre-debit notification the business or customer can send an email to Ezypay support. Please see customer support email for your country on [page 3](#).
- 5 When customers are first loaded with Ezypay they will receive a free SMS to inform them of the service and give them the ability to opt out. This will read "SMS reminders for your debits with <business name> at 55c per SMS. Avoid dishonour fees. T&C's at [www.ezypay.com.au](http://www.ezypay.com.au). Reply STOP to opt out of notifications."
- 6 Businesses can elect to pay this fee on behalf of their customers.
- 7 If the business pays the fee it will be reported on their distribution report.
- 8 This service is not offered to businesses on the Ezypay On Demand billing service.

For more information please contact our **Customer Service Team**.

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