

EZYPAY

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# Customer Fee Guide



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### Definitions

**Customer Fee** refers to any fees or charges levied directly by Ezypay to the Customer.

**Customer** refers to the customers or members of a business who give us permission to debit their bank accounts on behalf of a business.

Fee	Description	Amount* (incl. GST)
<b>Failed payment fee</b>	Fee applies if any payment fails due to various reasons that include but not limited to invalid account details, insufficient funds. <i>Does not apply to all customers</i>	Up to \$35
<b>Data handling fee</b>	Fee is charged once per quarter for the secure handling of customer data.	Up to \$3 per quarter
<b>Transaction fee</b>	Charged on every transaction made by the customer. <i>Does not apply to all customers</i>	As advised by the business
<b>Load fee</b>	Charged once when an agreement is started. <i>Does not apply to all customers</i>	As advised by the business
<b>SMS/Text notifications</b>	SMS/Text notifications sent to customers as reminders, updates, and information regarding their payments.	0.55 cents per notifications

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

**Australia (Head Office)**

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