

# Customer Account Application

This account is non-transferable without the prior written consent of MedAdvisor International Pty Ltd ABN 40 161 366 589 (Medadvisor). It is the responsibility of the Customer to notify Medadvisor of any changes of ownership 14 days prior to any such change.

Are you an existing customer?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, only complete the pharmacy name and ABN in Section 1	<b>Pharmacy ID (MAID):</b>
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## Section 1 – Customer Details

Pharmacy name:

Entity name: (the Customer) (As per ASIC)

ABN:

ACN:

Legal Entity Type:  Company  Individual Sole Trader  Partnership  Trust  Other (specify)

Address 1:

Address 2:

Suburb:

Postcode:

State:

Contact number:

Contact email:

Accounts Payable number:

Billing email:

Dispense system:

Pharmacy Group:

**Owner 1 name:**

Contact number:

Contact email:

**Owner 2 name:**

Contact number:

Contact email:

**Owner 3 name:**

Contact number:

Contact email:

**Owner 4 name:**

Contact number:

Contact email:

Please provide name of director/partner/sole trader/trustee as applicable.

## Section 2 – MedAdvisor Solutions Core Package Subscription

Inclusions	Core Package \$219 p/m + GST
<b>MedAdvisor for Pharmacy – Cloud-Based Software</b> Secure, cloud-based platform enabling pharmacies to manage services and patient engagement anytime, anywhere.	✓
<b>Expanded Scope of Practice Capabilities</b> Unlock increased revenue streams and offer more comprehensive healthcare services to patients, supporting pharmacies in delivering government-aligned initiatives.	✓
<b>Consumer Medication Management Solution</b> Seamless integration with the MedAdvisor App, SMS, web, and email for engaging patients in their medication management.	✓
<b>Professional Services Recording</b> Streamlined documentation of services, including 8CPA with automated claims submission to PPA, including access to Patient Consult Module.	✓
<b>Vaccination Program Management</b> End-to-end vaccination management tools, including AIR reporting and patient recall capabilities.	✓
<b>Patient Communication Tools</b> Engage patients through multiple channels—In-App messaging, SMS, and email—for efficient communication.	✓
<b>Project STOP</b> Access to a real-time reporting tool for monitoring and managing pseudoephedrine sales.	✓
<b>Booking Calendar</b> An integrated scheduling system for managing patient appointments, with HealthEngine integration for enhanced visibility.	✓
<b>Health Services Hub</b> A centralised platform for managing various pharmacy health services.	✓

<b>Delivery Management System</b> Efficient coordination and tracking of medication deliveries to patients.	✓
<b>In-App Payment</b> Enable direct payment for services through the MedAdvisor App, offering convenience for patients.	✓
<b>MedAdvisor Analytics Package (MAP)</b> Access to pharmacy performance analytics for data-driven decision-making.	✓
<b>GP Connect</b> Integration with general practitioners to support coordinated care and improved patient outcomes.	✓
<b>Guild Corporate Vaccination Program (Flu &amp; COVID-19)</b> Comprehensive support for flu and COVID-19 vaccination services, including administration and recording.	✓
<b>Training – Learning Management System</b> On-demand educational courses and resources to support pharmacy staff development.	✓

## Additional Charges

- Patient Consult fees: \$0.70 (plus GST) per secure communication session
  - The secure communication functionality allows a pharmacist to create a two-way messaging session with an external health professional (such as a medical practitioner or physiotherapist) for each patient consultation
  - A secure communication session will enable a pharmacist to securely communicate with an external health professional about a patient for a specific consultation with that patient
- Vaccination fees: 59c per completed transaction (plus GST)
- Project Stop fees: 45c per sale of pseudoephedrine product (plus GST)
- Vaccination fees and Project STOP fees are capped to \$250 per pharmacy, per month.
- SMS: 0-500 messages per month = 16c per message | 501-1000 messages per month = 14c per message | 1001+ messages per month = 12c per message
- Script Owing Requests: 0-30 requests per month = Free | 30-100 requests per month = 7c per request | 101-500 requests per month = 6c per request | 501+ requests per month = 5c per request (based on per script)
- White label fees.
- All fees stated as GST exclusive fees. GST is payable on all of the above items.

Core Package subscription fee is \$219 per month (plus GST) or the applicable price for your pharmacy group.

- In-App Payment Fees apply per transaction. Please refer to section 4a of this document for additional details on our in-App payment fees.

## Section 3 – Payment Details – Only complete one payment option

### Section 3a – Credit Card

Account type (please tick):	<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> AMEX
Cardholder name:	(please provide full name)		
Card number:			
Expiration date:	CVV:	(3 digit number / 4 digits on front of AMEX)	

### Section 3b – Direct Debit

Financial institution:			
Branch:			
Account name:	(please provide full name)		
BSB:	Account number:		

## Section 4 – Payments to Pharmacy – Remittance

The banking details below can be used for the disbursement of funds from Medadvisor to the pharmacy. These details may be used for In-App Payments and Sponsored Intervention Payments as well as any promotional or seasonal events that occur requiring payment to the pharmacy.

Financial institution:			
Branch:			
Account name:	(please provide full name)		
BSB:	Account number:		

## Section 4a – In-App Payment Fees

In-App Payments will allow your patients to order and pay for their medications via the Medadvisor app. The funds collected by Medadvisor on your behalf will be remitted in full to your nominated account. The following fee structure applies and will be invoiced in arrears with your monthly subscription:

Transaction Value	Transaction Fee
\$0 - \$90	\$1.10
\$90.01 - \$150	\$1.80
\$150.01 - \$300	\$2.80
\$300.01 +	\$5.60

\*GST not included.

The Customer consents to enabling In-App Payments.

## Section 5 – Signature – signed by an authorised signatory

The Customer agrees to the terms and conditions set out in the [Pharmacy Licence Agreement](#)

I and the Customer acknowledge that personal and health information will be collected, used, held, and disclosed in accordance with [Medadvisor's Privacy Policy](#)

The Customer agrees that: MedAdvisor may also exchange the Customer's personal information (or where the Customer is a company, the personal information of each of its directors) with commercial credit bureaus or similar service providers to assist MedAdvisor in verifying details provided by the Customer and to obtain a commercial credit report in respect of the Customer's activities and the activities of other companies in which the Customer or its directors are involved; and where the Customer is a company, the Customer will give each director a copy of, or make each director aware of, [Medadvisor's Privacy Policy](#)

I am duly authorised by the Customer to sign and submit this Application Form for and on behalf of the Customer.

The Customer requests and authorises Medadvisor to arrange, through its own financial institution, a debit from or charge to the account specified in section 3 for any amount Medadvisor has deemed payable by the Customer as set out in an invoice to the Customer. This debit or charge will be made through the Bulk Electronic Clearing System from the Customer's nominated account. By agreeing to or providing Medadvisor with a valid instruction regarding the direct debit request, you acknowledge you have read and understood the terms and conditions governing the debit arrangements between the Customer and MedAdvisor as set out in this Application Form and in the Direct Debit Service Agreement.

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Signatory Name (please provide full name):

Role/Title:

Contact phone number:

Date:

Signature:

Please email completed form to [payments@medadvisor.com.au](mailto:payments@medadvisor.com.au)



# Direct Debit Service Agreement

This is the Direct Debit Service Agreement with MedAdvisor International Pty Ltd.

- 1. Definitions**
  - 1.1. *account* means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.
  - 1.2. *agreement* means this Direct Debit Service Agreement between you and us.
  - 1.3. *business day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
  - 1.4. *debit day* means the day that payment by you to us is due.
  - 1.5. *debit payment* means a particular transaction where a debit is made.
  - 1.6. *direct debit request* means the direct debit request between us and you in the form of a Customer Account Application Form or Customer Account Update Form.
  - 1.7. *us* or *we* or *our* means MedAdvisor International Pty Ltd you have authorised by signing a *direct debit request*.
  - 1.8. *you* or *your* means the customer who signed or agreed to the *direct debit request*.
  - 1.9. *your financial institution* is the financial institution where you hold the account that you have authorised us to arrange to debit.
- 2. Debiting your account**
  - 2.1. By signing a *direct debit request*, you have authorised us to arrange for funds to be debited from *your account*. You should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between us and you.
  - 2.2. We will only arrange for funds to be debited from *your account* as authorised in the *direct debit request*.
  - 2.3. If the *debit day* falls on a day that is not a *business day*, we may direct *your financial institution* to debit *your account* on the preceding *business day*. If you are unsure about which day *your account* has or will be debited you should ask *your financial institution*.
- 3. Changes by us**
  - 3.1. We may vary any details of this *agreement* or a *direct debit request* at any time by giving you at least fourteen (14) days' written notice.

**4. Changes by you**

- 4.1. Subject to clauses 5.2 and 5.3, you may, unless you have a contrary obligation to us in terms of any other contract, change the arrangements under a *direct debit request* by:
  - a. writing to:

MedAdvisor International Pty Ltd  
Suite 2, Level 7, 500 Bourke Street,  
Melbourne VIC 3000
  - b. sending an email to [payments@medadvisor.com.au](mailto:payments@medadvisor.com.au)
  - c. phoning 1300 125 343 during business hours; or
  - d. arranging it through your own financial institution.
- 4.2. If you wish to stop or defer a *debit payment* you must notify us in writing at least 14 days before the next *debit day*.
- 4.3. You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next *debit day*.

**5. Your obligations**

- 5.1. It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a *debit payment* to be made in accordance with the *direct debit request*.
- 5.2. If there are insufficient clear funds in your account to meet a *debit payment*:
  - a. you may be charged a fee and/or interest by your financial institution;
  - b. you may also incur fees or charges imposed or incurred by us; and
  - c. you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the *debit payment*.
- 5.3. You should check your account statement to verify that the amounts debited from your account are correct.

**6. Dispute**

- 6.1. If you believe that there has been an error in debiting your account, you should notify us directly on 1300 125 343 and confirm that notice in writing with us as soon as possible so that we can resolve your query quickly.
- 6.2. If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 6.3. If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- 6.4. Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you

can still refer it to *your financial institution* which will obtain details from *you* of the disputed transaction and may lodge a claim on *your behalf*.

## 7. Accounts

### 7.1. You should check:

- a. *with your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions;
- b. *your account details* which *you have provided us* are correct by checking them against a recent *account statement*; and
- c. *with your financial institution* before completing the *direct debit request* if *you have any queries about how to complete the direct debit request*.

## 8. Confidentiality

- 8.1. We will keep any information (including *your account details*) in *your direct debit confidential*. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our employees or agents* who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 8.2. We will only disclose information that *we have about you*:
  - a. to the extent specifically required by law; and
  - b. for the purposes of this agreement (including disclosing information in connection with any query or claim).

## 9. Notice

- 9.1. If *you wish to notify us* in writing about anything relating to this agreement, *you should write to*:

The Accounts Team  
MedAdvisor International Pty Ltd  
Suite 2, Level 7, 500 Bourke Street  
Melbourne VIC 3000

- 9.2. We will notify *you* by sending a notice by email or by ordinary post to the address *you have given us* in the *direct debit request*.
- 9.3. Any notice will be deemed to have been received the same business day it is emailed to *you* and four business days after it is posted to *you*.