



Membership Application Form

If you were previously a member, what was your Membership Number: _____

Mr/Mrs/Miss/Ms _____
Surname

MEMBERSHIP TYPE (tick the appropriate box)

Single Family

First Name: _____ Initial _____

EASY Pay \$60 \$120

Address: _____

1 Yr Membership \$60 \$120

Suburb: _____ Postcode: _____

3 Yr M'Ship (+bonus 1 mth) \$180 \$360

Postal Address: _____

5 Yr M'Ship (+bonus 3 mths) \$300 \$600

Suburb: _____ Postcode: _____

Are you currently a member of a Health Fund?

Phone: _____

Yes No

(Home): _____ (Work): _____

Credit Card type:

Mobile: _____ Fax: _____

Visa Bankcard MasterCard Amex

Email: _____

_____|_____|_____|_____| _____|_____|_____|_____| _____|_____|_____|_____| _____|_____|_____|_____|

Male Female

Date of Birth: ____/____/____

Signature: _____ Expiry Date /

Cardholder's Name: _____

Family Membership Covers the Member, Partner and Dependant children under 17 or full time students under the age of 25. Please list below individuals for whom this application covers.

Surname	First Name	DOB	M/F	Relationship (e.g. son)

Please Note:

Membership benefits do not commence until 5.00pm (1700hrs AEST) on the day after the Membership fee is received by Ambulance Victoria (AV). There is a 60 day qualifying period for all New/Reinstated Members requiring non-emergency ambulance transport or services. The 60 day qualifying period shall commence from 5.00pm (1700hrs AEST) on the day after the Membership fee is received by AV. The 60 day qualifying period does not apply to emergency cases except where the ambulance service is required as a result of a Pre-Existing Ailment.

In applying for or renewing Membership, the applicant/Member agrees with effect from the date of Membership or renewal of Membership and for the duration of the Membership:

(a) to be bound by the current AV Membership Scheme Business Rules; and

(b) that AV may at any time vary or replace the Business Rules, which will bind the Member with effect from the date on which the Business Rules are varied or replaced and appear on the AV website at: www.ambulance.vic.gov.au

EASY Pay

Ensure your membership is always paid by joining EASY Pay. Complete the agreement and return it by mail or fax.



Pay by Mail

Send this form with your cheque, money order or credit card details to:
**Ambulance Victoria
Melbourne VIC 8128**



Pay by Phone or Fax

Phone **1300 366 141** 24 hours
Fax 1800 99 77 99 using your credit card



EASY Pay Agreement

Financial institution account: I/we request Ambulance Victoria (User ID 121568) to arrange for funds to be paid from my/our nominated account at the financial institution shown below according to the schedule specified below.

Membership Number: _____ Name and branch of financial institution: _____

Name: _____

Address: _____ BSB No:

_____ Postcode: _____ Acc No:

Date: ___/___/___ Please Debit \$_____ (please insert appropriate EASY Pay fee) from my/our account within five business days of receipt of this request and thereafter on the payment due date.

EASY Pay- Ambulance membership payment

Ambulance Victoria offers EASY Pay from credit card and financial institution accounts as a method of paying your membership fee automatically. Your rights and responsibilities under this service are outlined below.

Payment options:

Credit card – call 1300 366 141 and provide your credit card details to a customer consultant who will set up your EASY Pay account or tick the box indicating your preferred EASY Pay payment period on the first page of this notice and complete the credit card payment section, then mail or fax (Fax number 1800 99 77 99) the form to Ambulance Victoria.

Financial institution account – tick the box indicating your preferred EASY Pay payment period on the first page of this notice and complete the details requested above and return the form by mail or fax.

Drawing – The first drawing of the relevant membership fee from your nominated account will occur within 5 business days of Ambulance Victoria receiving your agreement, and thereafter annually on the payment due date of your membership. If the due date for the drawing is not a business day, we will debit your account on the succeeding business day.

Enquiries – Please direct all enquiries, including those regarding changes to your agreement or disputes with drawing procedures, to our Customer Service Centre by telephoning 1300 366 141. The Centre’s hours are Monday to Friday 8am-8pm, Saturday 9am-5pm. Public holidays excluded.

Changes – In the event that Ambulance Victoria changes the terms of this arrangement we will provide you with 14 days notice of those changes. If you wish to defer, stop, suspend, cancel, or alter your next drawing, please advise us at least seven days prior to the drawing.

Disputes – If you believe that a drawing has occurred incorrectly, please advise us immediately. If we are unable to verify the drawing, a refund will be credited to your account.

Should you not be satisfied with our response, please contact your financial institution who will resolve your enquiry within seven days.

Confidentiality – All personal customer information held by us will remain confidential.

Your Responsibilities – It is your responsibility to ensure that your nominated account can accept EASY Pay drawings and that there are sufficient funds in the account to cover the drawing on the due date. It is also your responsibility to advise us if you change your financial institution, we will contact you in writing requesting payment and we will further seek to recover from you any fees incurred in the dishonour.

Ambulance Victoria Membership Scheme Terms and Conditions (summary)

The statement below is only a summary of the terms and conditions of membership. Full terms and conditions are contained in the Ambulance Victoria (AV) Membership Scheme Business Rules and reference should be made thereto. The latest version is available on our website or may be obtained by contacting the AV Membership Customer Service Centre on 1300 366 141.

Membership Coverage

Ambulance Members and their Dependants (children under the age of 17 and full time students under the age of 25) receive ambulance treatment or transport provided by AV resources or those resources contracted to provide services for and on behalf of AV for medical or surgical cases. Except for emergency cases, transport by ambulance must be Medically Authorised.

Privacy Statement

AV respects your privacy. You can access a copy of the AV Privacy Policy by visiting www.ambulance.vic.gov.au or by contacting the AV Membership Customer Service Centre on 1300 366 141.

Ambulance Victoria Membership is the joint membership scheme of Metropolitan Ambulance Service and Rural Ambulance Victoria.