

PRE-AUTHORIZED DEBIT AGREEMENT WITH IBM CANADA LIMITED

IBM Canada Limited is hereby authorized to effect electronic Direct Debits to your bank account as indicated in Number 3 below; **ONLY** such Direct-Debit requests you institute from time to time by entering the IBM Canada Limited website; accessing your invoice(s) outstanding via ID and Password; and designating payment of such invoice(s) via Direct Debit payment methodology. Please return this duly signed and dated Agreement, along with a voided cheque for the account to be debited, to CUSTOMER SUPPORT ONLINE (see address information below). Your payments via Direct Debit are in varying amounts (i.e., per your payment requests entered on website), and are for business purposes, only.

Your bank account will be debited on the next business day; you therefore waive your right to receive advance notification of a Direct Debit.

You have **ten (10) business days** to request a **reversal** of a Direct Debit; please contact your financial institution for assistance. For further information, you may contact IBM Canada Limited's Customer Support:

CUSTOMER SUPPORT ONLINE
Tel. No. (866) 880-2765
1360 RENE-LEVESQUE BLVD WEST
SUITE 400 MONTREAL QC H3G 2W6
Fax No. (845) 491-5063
e-mail address: csol@ca.ibm.com

You have certain recourse rights if any Direct Debit does not comply with this Agreement. For example, you have the right to receive reimbursement for any Debit that is not authorized, or is not consistent with the terms of this Agreement. You may contact your financial institution to obtain more information on your recourse rights; you may also visit the CANADIAN PAYMENTS ASSOCIATION website at www.cdnpay.ca.

Upon receipt of your signed and dated Agreement, IBM Canada Limited will send a written Confirmation to the attention of the Authorized Contact as indicated in Number 2 below. When you receive Confirmation, please wait **three (3) business days** before instituting a Direct-Debit request. **However, IBM Canada Limited shall be held harmless in the processing of a Direct Debit request made within the three days if: A) The request represents payment of an amount duly owed to IBM Canada Limited; and B) The request meets all other terms and conditions pertinent to Pre-Authorized Debits as specified by the CANADIAN PAYMENTS ASSOCIATION.**

1. DATE: _____

2. CUSTOMER INFORMATION

Name: _____ IBM Canada Limited Customer Account Number: _____

Street Address: _____ City: _____ Province: _____ Postal Code: _____

Authorized Contact: _____ Tel. Number: _____ e-Mail Address: _____

3. BANK ACCOUNT INFORMATION

Financial Institution Name: _____ Financial Institution Number: _____

Branch Address: _____ Branch Transit Number: _____

Deposit Account Name: _____ Deposit Account Number: _____

Chequing Account : _____ Saving Account: _____

You may **cancel** this Agreement at any time by submitting a request in writing to (mailing address). Please include your IBM Canada Limited Customer Number, and the Date of this Agreement. IBM Canada Limited ensures cancellation of this Agreement within thirty (30) days of our receipt of your request. However, cancellation of this Agreement does not affect any amounts you owe IBM Canada Limited. **IBM Canada Limited shall be held harmless in the processing of a Direct-Debit request made during this thirty-day period if: A) The request represents payment of an amount duly owed to IBM Canada Limited; and B) The request meets all other terms and conditions pertinent to Pre-Authorized Debits as specified by the CANADIAN PAYMENTS ASSOCIATION.**

You may amend the Bank Account Information in Number 3 by obtaining a PRE-AUTHORIZED DEBIT AGREEMENT WITH IBM CANADA LIMITED – BANK ACCOUNT INFORMATION UPDATE FORM from (insert instructions). Please follow all instructions contained therein.

Accepted by:

Authorized Signature

Authorized Signature (if applicable)

Please print name

Please print name

Please print title

Please print title

Date: _____

Date: _____