

DIRECT DEBIT REQUEST SERVICE AGREEMENT

1. This is a direct debit request service agreement. By signing the direct debit request, you have authorised us to arrange for funds to be debited from the account nominated by you in the direct debit request ("your account"). The following terms will apply to your direct debit request.
2. We will only arrange for funds to be debited from your account as authorised in the direct debit request.
3. If you wish to stop, defer or cancel your authority for us to debit your account you can do so by:
 - (a) telephoning us on 1300 13 14 65 at least two (2) business days before the next debit day that you wish to do so; or
 - (b) Arranging it through your financial institution.
4. If you wish to make any other change to the direct debit request, please telephone us on 1300 13 14 65.
5. 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.
6. 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.
7. You should check your account statement to verify that the amounts debited from your account are correct.
8. If you believe that there has been an error in debiting your account, you should notify us directly by telephoning 1300 13 14 65 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take this up with your financial institution directly.
9. 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.
10. 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.
11. 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 to 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.