SUPAGAS PTY LTD – DDR AGREEMENT

The Terms of the Customer Direct Debit Request (DDR) Service Agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Supagas Pty Ltd and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the agreement

In terms of the DDR arrangements made between us and signed by you, we undertake to debit your nominated account for the outstanding balance. You will be sent a tax invoice or a tax invoice statement based on your trading terms with Supagas Pty Ltd.

Drawing arrangements

- Direct Debits payments will be made when payable in accordance with your contract.
- If any drawing falls on a non-business day, it will be debited to your account on the business day preceding the scheduled drawing date.
- We will give you at least 14 days notice in writing or by email when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- We reserve the right to cancel the drawing arrangements if two or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.
- Your rights.

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact the Manager in our head office by writing or email.

- By Post to: PO BOX 1890, Ingleburn NSW 2565
- By Email to: directdebit@supagas.com.au

These changes may include the following items subject to the terms of our Agreement:

- Deferring the drawing
- Altering the schedule
- Stopping an individual debit
- Suspending the DDR
- Cancelling the DDR completely

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least five (5) working days prior to the next scheduled drawing date. All communication addressed to us should include your Account Number.

Privacy

All personal customer information held by us will be kept confidential except for information provided:

i. To our financial institution to initiate the drawing to your nominated account and
ii. For the purposes of assessing your credit worthiness in accordance with the Privacy Act.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up either directly with us by contacting the Manager in our head office in writing or by email, or by contacting your financial institution.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - i. Within 7 business days (for claims lodged within 12 months of the disputed drawing)
  - ii. Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing. Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your commitment to us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this).
- That on the drawing date there is sufficient cleared funds in the nominated account.
- That you advise us if the nominated account is transferred or closed.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial institution where the account is based.
- You arrange with us a suitable alternative payment method if you wish to cancel the Direct Debit Pay Plan drawing.

If your drawing is returned or dishonoured by your financial institution. Any transaction fees payable by us in respect of the above will be added to your account and collected through the Direct Debits system or other means together with a processing fee of $25.00 for each dishonour.

Direct Debit Request for SUPAGAS PTY LTD (DDR) ABN: 50 074 008 496

I/We request you, Supagas Pty Ltd (Debit User ID 449978) to draw funds under the Direct Debit System from my /our bank nominated account for moneys payable on our Supagas account number : _____ with you under the Terms & Conditions of the Direct Debit Request Service Agreement

Name of bank or financial Institution: _____

Address of Bank or financial Institution: _____

Account Holder Name: _____

BSB ☐☐☐ ☐☐☐ *Bank A/C No.:* ☐☐☐☐☐☐☐☐☐

ACCOUNT HOLDER SIGNATURE: _____ _____ *Date:* _____

OR

Credit Card Authority - Continuing Automatic Deduction Authority for Account Payment

I hereby authorise the Company (as defined in the Contract) to debit my Credit Card for any amount owing in relation to the contract or any other contract between me and the company. This may occur up to seven days before the date on which any such amount is payable.

CARD HOLDERS NAME:

CARD HOLDERS SIGNATURE: _____ *Date:*

Please debit my: (Please Select) ☐ MASTERCARD OR ☐ VISA

Card Number: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ **Expiry Date:** ☐☐☐☐

PRINT **CCV:** ☐☐☐

For all form enquiries call 13 78 72 email directdebit@supagas.com.au