



*Adelaide Fuel Distributors*

## *Direct Debit Form*

## CUSTOMER 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 Fredericks Petroleum Pty Ltd [039897] 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 ARRANGEMENT

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for Account/Invoice payments.

### DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on or after the date of receipt of the signed DDR form.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing or via telephone/fax/email when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, we can be contacted at the above address.

### YOUR RIGHTS

#### CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us at the above address. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

### ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your account number/code. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

### DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our accounts payable on any of the above numbers.
- If you do not receive a satisfactory response from us relating to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - within 7 business days (for claims lodged within 12 months of the disputed drawing) or
  - 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); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you and organise a means of payment. Any transaction fees payable by us in respect of the above will be debited to your account in addition to any relevant administration fees.

## DIRECT DEBIT REQUEST

**Customer Code:** \_\_\_\_\_

I/We request you Fredericks Petroleum Pty Ltd User ID 039897 to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

<b>Name</b>	
<b>Postal Address</b>	
<b>Signature(s)</b>	
	<i>If debiting from a joint bank account, both signatures are required</i>
<b>Date</b>	___/___/___
<b>Name and Address</b>	
<b>Branch of Financial Institution</b>	
<b>BSB No.</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Account Number.</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Commencing on or after</b>	___/___/___