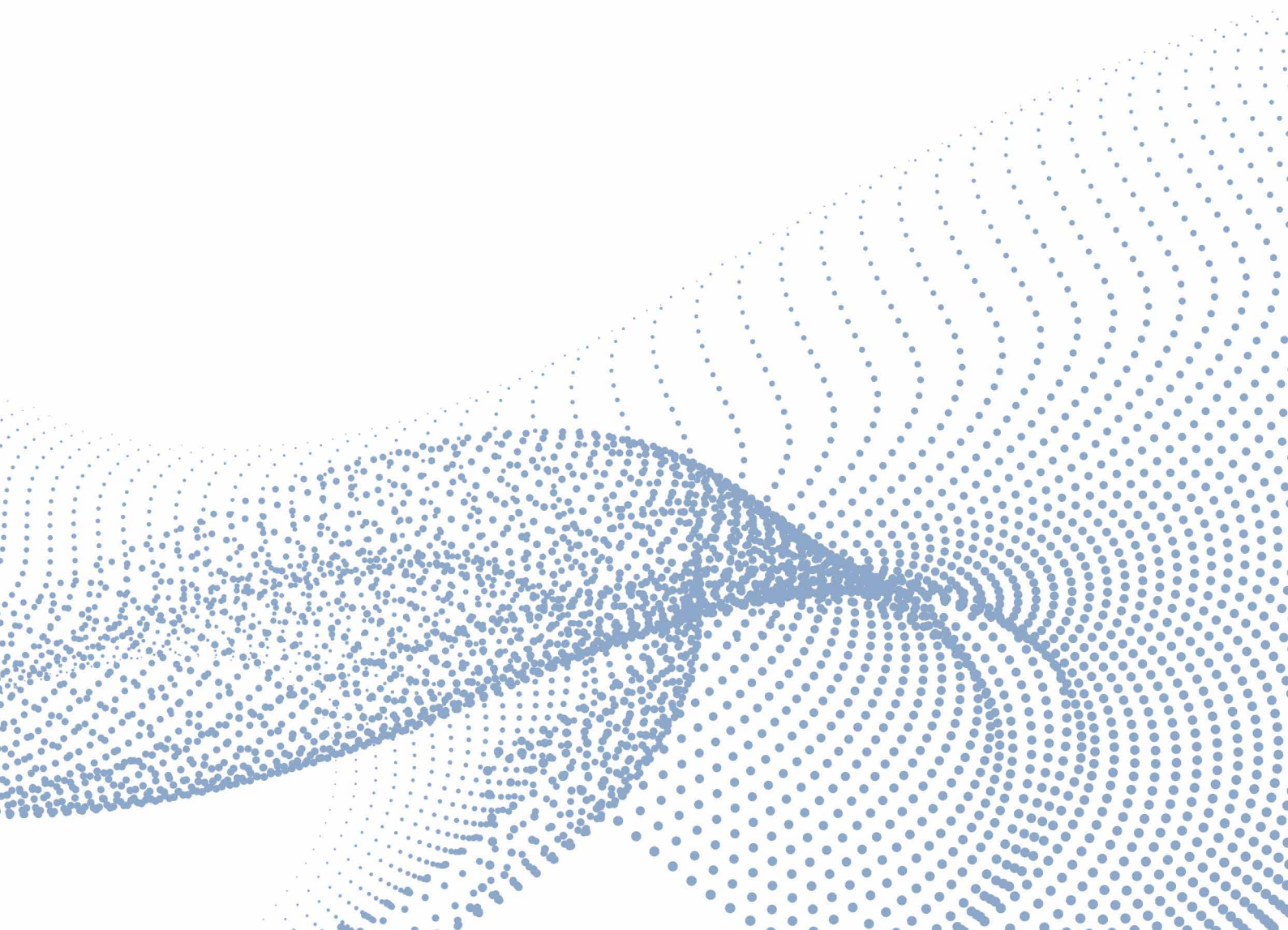




Adelaide Fuel Distributors

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 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. A Direct Debit Request (DDR) means the written, verbal or online request between us and you to debit funds from your account.

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 may vary any details of this agreement or a DDR at any time by giving you at least fourteen (14) days written notice sent to the preferred email / address you have given us in the DDR.
- 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 and telephone number, or contact your own financial institution which must act promptly on your instructions. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping, altering or deferring an individual debit payment; 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 provide 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.

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

Amount of debit	Any amount _____ (debit user name) has deemed payable by you. OR The amount specified in the invoice we have sent you, for payment on a due date. OR \$ (_____) monthly / quarterly / annually / other (select) continuing until __/__/____ (end date / cancellation).
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DIRECT DEBIT REQUEST (Continued)

Second account signatory (if required)	Signed in accordance with the account authority on your account: Signature: _____ Name: _____ Address: _____ Email: _____ Phone: _____ Date: ____/____/____
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Signing for a company	<p><i>You must be authorised to sign on behalf of the company AND you must have authority to operate the Company's bank account.</i></p> Signature of duly authorised officer: _____ Position held: _____ Name: _____ Address: _____ Email: _____ <i>(Notices will be sent to this email address)</i> Phone: _____ Date: ____/____/____ Second company signatory (if required) Signature of duly authorised officer: _____ Position held: _____ Name: _____ Address: _____ Email: _____ Date: ____/____/____
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