



DIRECT DEBIT REQUEST SERVICE AGREEMENT

By signing our Direct Debit Request you acknowledge and agree to the following terms and conditions

1. You authorise Eagle Fuels Pty Ltd (we/us) to debit your nominated account in the name and in the manner specified in the Direct Debit Request.
2. We will provide you with at least 14 days prior notice in writing if we propose to vary any of the terms of the debit arrangements in place between us.
3. You will need to give us at least 15 working days notice in writing if you wish to defer or alter any of the debit arrangements.
4. You will need to advise us in writing if you wish to stop a payment being processed (a Debit Item) or cancel a Direct Debit Request. Such notice should be delivered to at least 15 Working days before the due date for payment or as otherwise stipulated in our Terms and Conditions. All requests for stops or cancellations must be referred to us in the first instance.
5. If you wish to dispute any Debit Item, you should refer to us in the first instance and we will seek to resolve the matter with you. If we cannot resolve the dispute you can contact your Financial Institution at which your nominated account is held. Your Financial Institution will then commence a formal claims procedure on your behalf.
6. Some Financial Institution accounts do not facilitate direct debits. If you are uncertain, you should check with your Financial Institution before signing a Direct Debit Request, to ensure that your nominated account is able to receive direct debits through the Bulk Electronic Clearing System.
7. Before completing the Direct Debit Request, you should check the details of your nominated account against a recent statement from your Financial Institution, to ensure that your details are correct.
8. You agree that it is your responsibility to have sufficient cleared funds in your nominated account by the due date to enable payment of the Debit Items in accordance with the Direct Debit Request, this also applies to the day prior in the event the normal due date is a non-business day.
9. We will initiate the Debit Items on the due date stated in the Direct Debit Request or as otherwise agreed between us in writing. If the due date for payment falls on a day which is not a business day in Victoria, then the Debit Item will be processed on the prior business day. You should enquire directly with your Financial Institution if you are uncertain as to when the Debit Item will be processed to your account.
10. If a Debit Item is returned unpaid by your Financial Institution, we may ask you to reimburse us for any charges we incur as a result of the Debit Item being returned unpaid, and you authorise us to present a further debit for payment.
11. We will ensure details of your personal records and account details held by us remain confidential. However, if you lodge a claim in relation to an alleged incorrect or wrongful debit, it may be necessary for us to release such information to your Financial Institution or its representative, or to our financial institution or its representative to enable your claim to be assessed.