

Animals Australia Direct Debit – Customer Service Agreement

Our commitment to you

Drawing arrangements:

We will advise you, in writing, the details of Animals Australia's repayment Plan drawing arrangements (amount-frequency-commencement date) at least 7 calendar days prior to the first drawing.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will not change the amount or frequency of drawing arrangements without your prior approval.

We reserve the right to cancel the Animals Australia Direct Debit Service drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution & to arrange with you an alternative payment method.

We will keep all information pertaining to your nominated account at your Financial Institution, private & confidential.

Your rights:

You may terminate the Animals Australia Direct Debit Service drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 10 business days prior to the due date.

You may stop payment of a drawing under the Animals Australia Direct

Debit Service by giving written notice to us. Such notice should be received by us at least 10 days prior to the due date.

You may request change to the drawing amount and/or frequency of the Animals Australia Direct Debit Service drawings by contacting us and advising your requirements no less than 10 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly (outside the Animals Australia arrangements) you should take the matter up directly with us.

Your commitment to us

Your responsibilities:

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.

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.

It is your responsibility to advise us if the account nominated by you to receive the Animals Australia Repayment Plan drawings is transferred or closed.

DIRECT DEBIT REQUEST

Name Address
..... Phone Email

I/we request that the sum of be drawn by Animals Australia Inc (User ID **362592**) on the _____ **day of each month** (please enter a date) under this Direct Debiting system from my/our account conducted with

Account details are:

Financial Institute Name Branch

BSB..... Account No.....

Account Name.....

I/we acknowledge that this Direct Debiting arrangement is governed by the terms of the above Direct Debit Service Agreement received from you.

Signature(s)..... Date.....

Signature(s)..... Date.....

Are two signatures necessary for a joint or business account? YES / NO

37 O'Connell St, North Melbourne, Victoria 3051

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www.AnimalsAustralia.org

Animals Australia
the voice for animals