

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 Environmental Health Australia ABN 58 000 031 998 (User ID 329552) 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 Membership Fees.

National Finance Office
P O Box 378
Diamond Creek
Vic 3089

Ph: (03) 9438 5960
Fax (03) 9438 5955

Email: vic@eh.org.au
www.eh.org.au

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the 15th of the month following completion of the Direct Debit Request.
- If any drawing falls due on a non-business day, it will be debited to your account on the previous business day preceding the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please call the National Finance Office on (03) 9438 5960

YOUR RIGHTS

CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, please contact The National Finance Office on 03 9438 5960. Please note seven (7) days notice prior to the drawing date is required to allow for processing of any changes.

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

All enquiries can be directed either to us, or your financial institution, and these should be made at least seven working days prior to the next scheduled drawing date.

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 The National Finance Office on 03 9438 5960 during business hours.
- You can also contact your financial institution to commence a Direct Debit Request Claim.
- 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:
 - within 5 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 can not substantiate the reason for the drawing.

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, a letter will be sent advising you of the dishonour and we will re-draw after a period 7 days. Any transaction fees payable by us in respect of the above will be payable by yourself.