



Generation IT

Generation I.T

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Customer Direct Debit Service Agreement

Our commitment to you

Drawing arrangements:

We will advise you, in writing, the details of your drawing arrangements (amount-frequency-commencement date) at least 14 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 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 drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 14 business days prior to the due date.

You may stop payment of a drawing by giving written notice to us. Such notice should be received by us at least 14 days prior to the due date.

You may request change to the drawing amount and/or frequency of the drawings by contacting us and advising your requirements no less than 14 business days prior to the due date.

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

Your commitment to us

Your responsibilities:

It is your responsibility to ensure that sufficient cleared funds are available in the nominated account to meet a drawing on its due date. If sufficient funds are not available we reserve the right to charge for fees incurred at the rate of \$10 per incident.

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 drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternative payment method if the drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.