



Direct Debit Request

Request and Authority to debit the account named below to pay
BLU DAWN PTY LTD (ABN 59 145 769 704)

Request and Authority to debit	<p>Your Surname or Company Name _____</p> <p>Your Given names or ABN/ARBN _____ <i>"you"</i></p> <p>Request and authorise [insert debit user name & user id] to arrange, through its own financial institution, a debit to your nominated account any amount [insert debit user name], has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
Insert the name and address of financial institution at which account is held	<p>Financial Institution name _____</p> <p>Address _____</p> <p>_____</p>
Insert details of account to be debited	<p>Name/s on Account _____</p> <p>BSB number (Must be 6 Digits) — </p> <p>Account number </p>
Acknowledgement	<p>By <i>signing and/or</i> providing us with a <i>valid instruction</i> in respect to <i>your</i> Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangement between you and [insert debit user name] as set out in this Request and in your Direct Debit Request Service Agreement.</p>
Insert your signature and address	<p>Signature _____</p> <p style="text-align: center;">(If signing for a company sign and print full name and capacity for signing e.g. director)</p> <p>Address _____</p> <p>_____</p> <p>Date ____ / ____ / _____</p>
	<p>Signature _____</p> <p style="text-align: center;">(If signing for a company sign and print full name and capacity for signing e.g. director)</p> <p>Address _____</p> <p>_____</p> <p>Date ____ / ____ / _____</p>

Direct Debit Request Service

Blu Dawn Pty Ltd
ABN 59 145 769 704

PO Box 3559, Rundle Mall, SA 5000.

The meaning of words printed like *this* in this Direct Debit Request Service Agreement is explained in 8 below.

1. Debiting *your account*

1.1 By signing a *direct debit request*, you have authorised *us* to arrange for funds to be debited from *your account*.

1.2 *We* will arrange for *your financial institution* to debit *your account* in accordance with *your* instructions given to *us*. If, however, a *debit payment* is due on a day:

- (a) which is not contained in a particular month; or
 - (b) which is not a *business day*,
- then the *debit payment* will be made on the last day of that month or on the preceding *business day* respectively. If *you* are uncertain as to when a *debit payment* will be processed, *you* should contact your *financial institution* for assistance.

2. Changes by *us*

We may vary any details of this *agreement* or the *direct debit request* at any time (including cancelling it). *We* will give *you* notice in writing of any such change at least fourteen (14) days before the change takes effect.

3. Changes by *you*

You may request to stop or defer a *debit payment* or alter, suspend or cancel the *direct debit request* at any time. When *we* receive such a request, *we* will inform *you* of *our* notification requirements for such a request.

4. *Your Obligations*

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in

your account to allow a *debit payment* to be made in accordance with the *direct debit request*.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:

(a) *you* may be charged a fee and/or interest by *your financial institution*;

(b) *you* may also incur fees or charges imposed or incurred by *us*; and

(c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

5. Dispute

5.1 If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* immediately by contacting *us* on **08 8344 1149**. Before *you* make the call, make sure *you* have all the relevant documentation available.

5.2 *We* will investigate and deal promptly and in good faith with any such query, claim or complaint. If *your* query, claim or complaint cannot be resolved to *your* satisfaction in that call, *we* will inform *you* at that time of the length of time which *we* estimate the investigation will take.

5.3 If *we* conclude as a result of *our* investigations that *your account* has been incorrectly debited *we* will adjust *your account* (including interest and charges) accordingly by directly crediting *your account* or sending *you* a refund cheque at *our* discretion. *We* will also notify *you* of the adjustment either orally or in writing.

5.4 If *we* conclude as a result of *our* investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding.

5.5 Any queries *you* may have about an error made in debiting *your account* should be directed to *us* in the first instance so that

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we can attempt to resolve the matter between *us* and *you*. If *we* cannot resolve the matter *you* can still refer it to *your financial institution* which will obtain details from *you* of the disputed transaction and may lodge a claim on *your* behalf.

6. Accounts

6.1 *You* should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions;
- (b) that *your account* details which *you* have provided to *us* are correct by checking them against a recent account statement; and
- (c) with *your financial institution* if *you* are uncertain about either of the above matters *before* completing the *direct debit request*.

7. Confidentiality

7.1 *We* will keep any information (including *your account* details) in *your direct debit request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 *We* will only disclose information that *we* have about *you*:

- (a) to the extent specifically required or authorised by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim); or
- (c) with *your* implied or express consent.

8. Definitions

account means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between *you* and *us*.

business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between *us* and *you*.

us, we or ***our*** means Blu Dawn Pty Ltd ABN 59 145 769 704, trading as Serene Residential Care Services.

you means the person(s) who signed the *direct debit request*.

your financial institution means the financial institution where *you* hold the *account* that *you* have authorised to *us* to debit.