



Direct Debit Request

We request you W & A Willmington Pty Ltd T/as Penrith Gas House user ID **252286** to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

Name

Address
 Postcode

Name and Branch of Financial Institution

BSB No.

Account Number

Commencing on the 14th day of each month please debit the above account with money owed to Penrith Gas House for purchases made last month

Signature(s)

Date If debiting from a joint bank account, both signatures are required

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between W & A Willmington Pty Ltd T/as Penrith Gas House user ID **252286** 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 purchases of goods & services.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur immediately.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day proceeding 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 any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact our credit department on 02 47316555

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Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us to arrange a suitable outcome.

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

Direct all enquiries to us, rather than to your financial institution, and these should be made at least one working day prior to the next scheduled drawing date. All communication addressed to us should include your customer code.

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 [explain how they can dispute this, e.g. call our complaints line on 02 47316555 during business hours].
- You will receive a refund of the drawing amount if we cannot 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 dishonored by your financial institution, your account will be stopped. You will be contacted to arrange payment. Any transaction fees payable by us in respect of the above will be added to your account
