



# FREEDOM FUELS APPLICATION FOR CREDIT – DIRECT DEBIT AUTHORITY SERVICE AGREEMENT

## Request and Authority to Debit/Charge:

I/we (full name/customer legal entity):  of

Address

hereby authorise and request Freedom Fuels Australia Pty Ltd, until further written notice is given, to either:

- debit from my/our nominated Financial Institution Account; or
  - charge my/our nominated credit card;
- any amount which may be due and payable via direct debit pursuant to the terms and conditions of our Freedom Fuels Business Account.

## Nominated Account/Card:

### Details of Account to be Debited

Financial Institution Name

Branch

Name of Account

BSB Number  Account No.

Account Holders Signature

Date //

### OR Credit Card to be Debited

Master Card  Visa  AMEX

Name on Card

Card Number

Expiry /

Card Holders Signature

Date //

**Payment Schedule:** Payments will be debited to your nominated account pursuant to the credit terms of your Business Account with Freedom Fuels.

## For Individuals:

Full Name

Signature

Date //

Witness Full Name

Signature

## For Companies:

Signed on behalf of the Company in accordance with Section 127 of the Corporations Act (or under Company Seal):

Directors Full Name

Signature

Date //

Directors/Secretary Full Name

Signature

Date //

Affix Seal:

## Our commitment to you

This document outlines the terms and conditions, and our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Freedom Fuels (User ID 314762) 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 or charge your credit card as applicable for the agreed amount for products purchased on your Business Account.

### Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur upon the due date of your first invoice pursuant to your credit terms and will continue each payment cycle thereafter.
  - If any drawing falls due on a non-business day, it will be debited or charged to your account on the next business day following the scheduled drawing date.
  - We will give you at least 14 days notice in writing when any changes to the terms of the arrangement are made.
  - If you wish to discuss any changes to the initial terms, please direct all enquiries to the Credit Department - Freedom Fuels.
  - If the drawing is dishonoured, we reserve the right to suspend your credit facility.
- If three or more drawings are returned unpaid by your nominated Financial Institution, we may elect to arrange with you an alternative payment method.
- An administration fee of \$50.00 will be applied to any dishonoured Direct Debit or rejected credit card charge.

## Your Rights

### Changes to the Arrangement

If you want to make changes to the arrangement, please contact the Credit Department of Freedom Fuels. 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.

Please note that your right to change your direct debit arrangements may be restricted by the terms and conditions of your Business Account and may affect your ability to continue using your account.

### Enquiries

- Please direct all enquiries to us rather than to your financial institution by calling 1300 667 202.
- You should allow at least 14 business days prior to the next scheduled drawing date if making any changes to your Direct Debit arrangements.
- All communication addressed to us should include your Business Account Number, financial institution account number & account name.
- We will hold all personal customer information in accordance with our Privacy Policy except for that information provided to our financial institution to initiate the drawing to your nominated account and otherwise as advised in the terms and conditions of your Business Account and/or Business Account Card. Disputes
- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us.
- 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.
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

### It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- on the drawing date there is sufficient cleared funds in the nominated account; and
- you advise us if the nominated account is to be varied, transferred or closed.

### General

To the extent of any inconsistency between the terms of this Direct Debit Request & Service Agreement and those of your Business Account, the latter will prevail.

**By signing this Direct Debit Authority, you acknowledge having read, understood, and agreed to be bound by the terms and conditions governing the direct debit arrangements between you and Freedom Fuels as set out in this Authority and in your Direct Debit Service Agreement.**