

Direct debit request

Rentokil Pest Control (QLD) Pty Ltd 38 125 713 108

Request and Authority to debit the account named below to Rentokil Initial Pty Ltd ABN 98 000 034 597

Request and Authority to debit	Surname or company name Given names or ACN/ARBN _____ (" You ") request and authorise Rentokil Initial Pty Ltd BECS User ID 368176 for bank accounts & BECS User ID 117239 for Credit cards to arrange for any amount Rentokil Pest Control (QLD) Pty Ltd may debit or charge You to be debited through the Bulk Electronic Clearing System from an account held at the <i>Financial Institution</i> identified below subject to the terms and conditions of the <i>Direct debit request Service Agreement</i> [and any further instructions provided below].
Insert the name and address of financial institution at which account is held & details of account to be debited	<i>Financial Institution</i> name _____ Address _____ Name of account _____ BSB number _ _ _ _ - _ _ _ _ _ Account number _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Or insert details of credit card to be debited	Card Holder Name _____ <small>(please print as it appears on the card)</small> Card number _ _ _ _ _ _ - _ _ _ _ _ _ - _ _ _ _ _ _ - _ _ _ _ _ _ Expiry ____/____ Card Type <input type="checkbox"/> Master Card <input type="checkbox"/> Visa Card Holder Signature _____ Date _____
Acknowledgment	By signing this <i>Direct debit request</i> You acknowledge having read and understood the terms and conditions governing the debit arrangements between You and Rentokil Pest Control (QLD) Pty Ltd as set out in this Request and in <i>Your Direct debit request Service Agreement</i> .
Payment Details Pest Control Services	The maximum amount to be debited at any one time is: \$ _ _ _ _ _ _ - _ _ _ _ _ _ _____ <small>(subject to review under clause 6 of the terms and conditions of <i>Your</i> pest control agreement) <small>(amount in words)</small> The first debit may be made on ____/____/____ and at monthly intervals on or after this date Debits may be made fourteen days after the issue of a billing advice</small>
Insert <i>Your</i> signature and	Signature _____ <small>(If signing for a company, sign and print full name and capacity for signing eg. director)</small> Address _____ Date ____/____/____

Definitions	<p><i>account</i> means the account held at <i>Your Financial Institution</i> from which <i>We</i> are authorised to arrange for funds to be debited.</p> <p><i>agreement</i> means this <i>Direct debit request</i> Service Agreement between <i>You</i> and us.</p> <p><i>business day</i> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><i>debit day</i> means the day that payment by <i>You</i> to us is due.</p> <p><i>debit payment</i> means a particular transaction where a debit is made.</p> <p><i>direct debit request</i> means the <i>Direct debit request</i> between us and <i>You</i>.</p> <p><i>us</i> or <i>We</i> means <i>Rentokil Initial Pty Ltd, on behalf of Rentokil Pest Control (QLD) Pty Ltd, the Debit User</i> <i>You</i> have authorised by signing a <i>direct debit request</i>.</p> <p><i>You</i> means the customer who signed the <i>direct debit request</i>.</p> <p><i>Your Financial Institution</i> is the <i>Financial Institution</i> where <i>You</i> hold the account that <i>You</i> have authorised us to arrange to debit.</p>
1. Debiting <i>Your account</i>	<p>1.1 By signing a <i>direct debit request</i>, <i>You</i> have authorised <i>us</i> to arrange for funds to be debited from <i>Your account</i>. <i>You</i> should refer to the <i>direct debit request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>You</i>.</p> <p>1.2 <i>We</i> will only arrange for funds to be debited from <i>Your account</i> as authorised in the <i>direct debit request</i>.</p> <p>Or</p> <p><i>We</i> will only arrange for funds to be debited from <i>Your account</i> if <i>We</i> have sent to the address nominated by <i>You</i> in the <i>direct debit request</i>, a billing advice which specifies the amount payable by <i>You</i> to us and when it is due.</p> <p>1.3 If the debit day falls on a day that is not a business day, <i>We</i> may direct <i>Your Financial Institution</i> to debit <i>Your account</i> on the following business day. If <i>You</i> are unsure about which day <i>Your account</i> has or will be debited <i>You</i> should ask <i>Your Financial Institution</i>.</p>
2. Changes by us	<p>2.1 <i>We</i> may vary any details of this agreement or a <i>direct debit request</i> at any time by giving <i>You</i> at least fourteen (14) days' written notice.</p>
3. Changes by <i>You</i>	<p>3.1 Subject to 3.2 and 3.3, <i>You</i> may change the arrangements under a <i>direct debit request</i> by contacting us on 1300 Rentokil.</p> <p>3.2 If <i>You</i> wish to stop or defer a debit payment <i>You</i> must notify us in writing at least (30) days before the next debit day. This notice should be given to us in the first instance.</p> <p>3.3 <i>You</i> may also cancel <i>Your</i> authority for us to debit <i>Your account</i> at any time by giving us (30) days notice in writing before the next debit day. This notice should be given to us in the first instance.</p>
4. <i>Your</i> Obligations	<p>4.1 It is <i>Your</i> responsibility to ensure that there are sufficient clear funds available in <i>Your account</i> obligations to allow a debit payment to be made in accordance with the <i>direct debit request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>Your account</i> to meet a debit payment:</p> <ul style="list-style-type: none"> (a) <i>You</i> may be charged a fee and/or interest by <i>Your Financial Institution</i>; (b) <i>You</i> may also incur fees or charges imposed or incurred by us; and (c) <i>You</i> must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in <i>Your account</i> by an agreed time so that <i>We</i> can process the debit payment. <p>4.3 <i>You</i> should check <i>Your account</i> statement to verify that the amounts debited from <i>Your account</i> are correct</p> <p>4.4 If <i>We</i> are liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then <i>You</i> agree to pay <i>Us</i> on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.</p>
5 Dispute	<p>5.1 If <i>You</i> believe that there has been an error in debiting <i>Your account</i>, <i>You</i> should notify us directly on 1300 Rentokil and confirm that notice in writing with us as soon as possible to PO Box 6786 Silverwater NSW 1811 so that <i>We</i> can resolve <i>Your</i> query more quickly.</p> <p>5.2 If <i>We</i> conclude as a result of our investigations that <i>Your account</i> has been incorrectly debited <i>We</i> will respond to <i>Your</i> query by arranging for <i>Your Financial Institution</i> to adjust <i>Your account</i> (including interest and charges) accordingly. <i>We</i> will also notify <i>You</i> in writing of the amount by which <i>Your account</i> has been adjusted.</p> <p>5.3 If <i>We</i> conclude as a result of our investigations that <i>Your account</i> has not been incorrectly debited <i>We</i> will respond to <i>Your</i> query by providing <i>You</i> with reasons and any evidence for this finding.</p> <p>5.4 Any queries <i>You</i> may have about an error made in debiting <i>Your account</i> should be directed to us in the first instance so that <i>We</i> can attempt to resolve the matter between us and <i>You</i>. If <i>We</i> cannot resolve the matter <i>You</i> can still refer it to <i>Your Financial Institution</i> which will obtain details from <i>You</i> of the disputed transaction and may lodge a claim on <i>Your</i> behalf.</p>
6. Accounts	<p><i>You</i> should check:</p> <ul style="list-style-type: none"> (a) with <i>Your Financial Institution</i> whether direct debiting is available from <i>Your account</i> as direct debiting is not available on all accounts offered by <i>Financial Institutions</i>; (b) <i>Your account</i> details which <i>You</i> have provided to us are correct by checking them against a recent account statement; and (c) with <i>Your Financial Institution</i> before completing the <i>direct debit request</i> if <i>You</i> have any queries about how to complete the <i>direct debit request</i>.
7. Confidentiality	<p>7.1 <i>We</i> will keep any information (including <i>Your account</i> details) in <i>Your direct debit request</i> Confidentiality confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>We</i> have about <i>You</i> secure and to ensure that any of our employees or agents who have access to information about <i>You</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 <i>We</i> will only disclose information that <i>We</i> have about <i>You</i>:</p> <ul style="list-style-type: none"> (a) to the extent specifically required by law; or (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).
8. Notice	<p>8.1 If <i>You</i> wish to notify us in writing about anything relating to this agreement, <i>You</i> should write to PO Box 6786 Silverwater NSW 1811.</p> <p>8.2 <i>We</i> will notify <i>You</i> by sending a notice in the ordinary post to the address <i>You</i> have given us in the <i>direct debit request</i>.</p> <p>8.3 Any notice will be deemed to have been received two business days after it is posted.</p>