

Direct debit request Rentokil Initial Pty Ltd ABN 98 000 034 597 & Rentokil Pest Control (QLD) Pty Ltd ABN 38 125 713 108

Request and Authority to debit the account named below to Rentokil Initial Pty Ltd ABN 98 000 034 597 & Rentokil Pest Control (QLD) Pty Ltd ABN 38 125 713 108

Request and Authority to debit	<p>Surname or company name: _____</p> <p>Given names or ACN/ARBN: _____ “You”</p> <p>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 Initial Pty Ltd or Rentokil Pest Control (QLD) Pty Ltd may debit or charge <i>You</i> 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>.</p>
<p>Insert the name and address of FINANCIAL INSTITUTION at which account is held & details of account to be debited</p> <p>Or Insert details of CREDIT CARD to be debited</p>	<p>Financial Institution name: _____</p> <p>Address: _____ _____</p> <p>Name of account: _____</p> <p>BSB number: _____ / _____ Account number: _____</p> <p>----- OR -----</p> <p>Card holder name: _____</p> <p>Card number: _____ - _____ - _____</p> <p>Expiry: _____ / _____ Card type: Mastercard Visa</p> <p>Card holder signature: _____ Date: _____</p>
Acknowledgment	<p>By signing this <i>Direct debit request</i> <i>You</i> acknowledge having read and understood the terms and conditions governing the debit arrangements between <i>You</i> and Rentokil Initial Pty Ltd or Rentokil Pest Control (QLD) Pty Ltd as set out in this Request and in <i>Your Direct debit request Service Agreement</i>.</p>
Payment details	<p>The amount direct debited will not exceed your outstanding balance when Direct Debit is processed</p>
Insert <i>Your</i> signature and address	<p>Signature - account holder 1: _____ Signature - account holder 2: _____</p> <p>_____</p> <p>If signing for a company, sign and print full name and capacity for signing eg. Director: _____</p> <p>_____</p> <p>Address: _____ _____</p> <p>Date: _____</p> <p>Phone number: _____</p>
Internal use only	<p>Customer account number: _____</p>

Direct debit request Service Agreement

Rentokil Pest Control (QLD) Pty Ltd ABN 38 125 713 108 & Rentokil Initial Pty Ltd ABN 98 000 034 597

<p>Definitions</p>	<p>account 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>agreement means this <i>Direct debit request Service Agreement</i> between <i>You</i> and us.</p> <p>business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by <i>You</i> to us is due.</p> <p>debit payment means a particular transaction where a debit is made.</p> <p>direct debit request means the <i>Direct debit request</i> between us and <i>You</i>.</p> <p>us or We means <i>Rentokil Initial Pty Ltd</i> or <i>Rentokil Initial Pty Ltd, on behalf of Rentokil Pest Control (QLD) Pty Ltd</i>, the <i>Debit User</i> <i>You</i> have authorised by signing a <i>direct debit request</i>.</p> <p>You means the customer who signed the <i>direct debit request</i>.</p> <p>Your Financial Institution 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>
<p>1. Debiting Your account</p>	<p>1.1 By signing a <i>direct debit request</i>, <i>You</i> have authorised us 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 us and <i>You</i>.</p> <p>1.2 We 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>We 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>
<p>2. Changes by us</p>	<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>
<p>3. Changes by You</p>	<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>
<p>4. Your Obligations</p>	<p>4.1 It is <i>Your</i> responsibility to ensure that there are sufficient clear funds available in <i>Your account</i> 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>
<p>5 Dispute</p>	<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>
<p>6. Accounts</p>	<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>.
<p>7. Confidentiality</p>	<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).
<p>8. Notice</p>	<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>