

# 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

<b>Request and Authority to debit</b>	<p><b>Surname or company name:</b> _____</p> <p><b>Given names or ACN/ARBN:</b> _____ <b>“You”</b></p> <p>request and authorise Rentokil Initial Pty Ltd BECS User ID 368176 for bank accounts &amp; 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</i> Service Agreement.</p>																
<b>Insert the name and address of FINANCIAL INSTITUTION at which account is held &amp; details of account to be debited</b>        <b>Or</b> <b>Insert details of CREDIT CARD to be debited</b>	<p><b>Financial Institution name:</b> _____</p> <p><b>Address:</b> _____ _____</p> <p><b>Name of account:</b> _____</p> <p><b>BSB number:</b> _____ / _____ <b>Account number:</b> _____</p> <p>----- OR -----</p> <p><b>Card holder name:</b> _____</p> <p><b>Card number:</b> _____ - _____ - _____</p> <p><b>Expiry:</b> _____ / _____ <b>Card type:</b> <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa</p> <p><b>Card holder signature:</b> _____ <b>Date:</b> _____</p>																
<b>Acknowledgment</b>	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</i> Service Agreement.																
<b>Payment details</b>	The amount direct debited will not exceed your outstanding balance when Direct Debit is processed																
<b>Insert <i>Your</i> signature and address</b>	<table border="0"><tr><td><b>Signature - account holder 1:</b></td><td><b>Signature - account holder 2:</b></td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>If signing for a company, sign and print full name and capacity for signing eg. Director: _____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td><b>Address:</b> _____</td><td></td></tr><tr><td>_____</td><td></td></tr><tr><td><b>Date:</b> _____</td><td></td></tr><tr><td><b>Phone number:</b> _____</td><td></td></tr></table>	<b>Signature - account holder 1:</b>	<b>Signature - account holder 2:</b>	_____	_____	If signing for a company, sign and print full name and capacity for signing eg. Director: _____	_____	_____	_____	<b>Address:</b> _____		_____		<b>Date:</b> _____		<b>Phone number:</b> _____	
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_____	_____																
<b>Address:</b> _____																	
_____																	
<b>Date:</b> _____																	
<b>Phone number:</b> _____																	
<b>Internal use only</b>	<b>Customer account number:</b> _____																

## 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><b>Definitions</b></p>	<p><b>account</b> 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><b>agreement</b> means this <i>Direct debit request Service Agreement</i> between <i>You</i> and us.</p> <p><b>business day</b> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><b>debit day</b> means the day that payment by <i>You</i> to us is due.</p> <p><b>debit payment</b> means a particular transaction where a debit is made.</p> <p><b>direct debit request</b> means the <i>Direct debit request</i> between us and <i>You</i>.</p> <p><b>us</b> or <b>We</b> 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><b>You</b> means the customer who signed the <i>direct debit request</i>.</p> <p><b>Your Financial Institution</b> 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><b>1. Debiting Your account</b></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><b>2. Changes by us</b></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><b>3. Changes by You</b></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><b>4. Your Obligations</b></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"> <li>(a) <i>You</i> may be charged a fee and/or interest by <i>Your Financial Institution</i>;</li> <li>(b) <i>You</i> may also incur fees or charges imposed or incurred by us; and</li> <li>(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.</li> </ul> <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><b>5 Dispute</b></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><b>6. Accounts</b></p>	<p><i>You</i> should check:</p> <ul style="list-style-type: none"> <li>(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>.</li> <li>(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</li> <li>(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>.</li> </ul>
<p><b>7. Confidentiality</b></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"> <li>(a) to the extent specifically required by law; or</li> <li>(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).</li> </ul>
<p><b>8. Notice</b></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>