

Direct Debit Authority



→ Your Banking Details

Bank Name: _____

Name of Bank Account: _____

→ Bank Account Number

BSB Number: _____

Bank Account Number: _____

→ Acknowledgement

By electronically signing this form:

I acknowledge that I have read and understood the conditions of this authority listed on the following page.

I have the authority to sign this form for the above mentioned account and enter into a Direct Debit Agreement with Rentokil Initial Pty Ltd, or Rentokil Pest Control (QLD) Pty Ltd (RENTOKIL INITIAL).

I/We authorise RENTOKIL INITIAL, until further notice in writing, to debit the above mentioned account for all existing and future accounts that I/We set up with RENTOKIL INITIAL.

→ Your Details

Signatory Name: _____

Signatory Title: _____

Date: _____

Signature:

Direct Debit Agreement

You request and authorise Rentokil Initial Pty Ltd (ACN 000 034 597) or Rentokil Pest Control (QLD) Pty Ltd (ACN 125 713 108) to:

- (a) debit or charge You through the Merchant Warrior Payment Gateway from the Tokenised Debit/Credit Card; or
- (b) debit or charge You through the Merchant Warrior Payment Gateway from an account held at the Financial Institution identified and stored by Merchant Warrior.

subject to the terms and conditions of this Direct Debit Agreement.

Definitions:

<i>account</i> -	means the account held at Your Financial Institution from which We are authorised to arrange for funds to be debited.
<i>agreement</i> -	means this Agreement between You and us.
<i>business day</i> -	means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
<i>debit day</i> -	means the day that payment by You to us is due.
<i>debit payment</i> -	means a particular transaction where a debit is made.
<i>direct debit authority</i> -	means the written or electronic form executed by You authorising us to arrange for debits from your account.
<i>Financial Institution</i>	means the financial institution where you hold an account.
<i>Merchant Warrior</i>	means SR Global Solutions Pty Ltd (ACN 132 951 172), the third party which interfaces with your Financial Institution to process payments.
<i>Surepayd</i>	means Surepayd Services Pty Ltd (ACN 617 873 935), the third party which initiates payments with Merchant Warrior, and holds Tokenised Debit/Credit Card or account details.
<i>Tokenised Debit/Credit Card</i>	means your real card details which are converted into a secure digital token that We can use to charge you, without needing to store your card information. This is completed by Merchant Warrior.
<i>Transaction Data</i>	may include your name, email address, contact number, billing and shipping address, payment method information (like credit or debit card number, bank account details, or payment card image chosen by you), merchant and location details, amount and date of purchase, and in some instances, information about what was purchased.
<i>us or We</i> -	means Rentokil Initial Pty Ltd or Rentokil Initial Pty Ltd, on behalf of Rentokil Pest Control (QLD) Pty Ltd.
<i>You</i> -	means the customer who signed the <i>direct debit authority</i>
<i>Your Debit/Credit Card</i> -	<i>means</i> the tokenised Debit/Credit Card saved where You hold the account that You have authorised us to arrange to debit.

1. Acknowledgments

Where you provide us with card payment or account details, you acknowledge:

- 1.1. We utilise Surepayd as our billing platform to facilitate the collection of credit card, debit card and direct debit details. Surepayd does not store your original card or bank account details. Surepayd securely stores a token generated by Merchant Warrior, linked to your payment method, which is used to initiate payments.
- 1.2. We also engage Merchant Warrior as our payment processor. Merchant Warrior is certified as compliant with the Payment Card Industry Data Security Standard (PCI DSS). All card and bank account details provided by customers are encrypted and securely stored by Merchant Warrior. We do not store original card or bank account details.
- 1.3. By providing your Transaction Data, you authorise and consent to us disclosing your details to Surepayd and Merchant Warrior for the purposes of processing payments, and you agree to this method of payment processing.

2. Debiting Your Account
 - 2.1. By storing your Tokenised Debit/Credit Card with Surepayd (which is initiated by us), You authorise us to arrange for funds to be debited from Your account. We will do this via Merchant Warrior.
 - 2.2. Where Surepayd is holding Your Tokenised Debit/Credit Card or account details, We will arrange for funds to be debited from your account after We have sent an invoice to You following completion of our services.
 - 2.3. If the debit day falls on a day that is not a business day, We may arrange, via Merchant Warrior, for Your Financial Institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited, you should ask Your Financial Institution.
3. Changes by us
 - 3.1. We may vary any details of this agreement or a *direct debit authority* at any time by giving You at least fourteen (14) days' written notice.
4. Changes by You
 - 4.1. Subject to 4.2 and 4.3, You may change the arrangements under a *direct debit authority* by contacting us on 1300 652 244
 - 4.2. If You wish to stop or defer a debit payment You must notify us in writing at least (30) days before the next debit day. You must also notify your Financial Institution.
 - 4.3. You may also cancel Your authority for us to debit Your account at any time by giving us (30) days' notice in writing before the next debit day. You must also notify your Financial Institution.
5. Your Obligations
 - 5.1. It is Your responsibility to ensure that there are sufficient clear funds available in Your account to allow a debit payment to be made in accordance with the *direct debit authority*.
 - 5.2. If there are insufficient clear funds in Your account to meet a debit payment:
 - 5.2.1. You may be charged a fee and/or interest by Your Financial Institution; and
 - 5.2.2. You must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in Your account by an agreed time so that We can arrange for the processing of the debit payment via Merchant Warrior .
 - 5.3. You should check Your account statement to verify that the amounts debited from Your account are correct
 - 5.4. If We are liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then You agree to pay Us on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.
 - 5.5. You acknowledge that Merchant Warrior interfaces with your Financial Institution and is responsible for the tokenisation of your card details and processing of payment. To the extent permitted by law, We are not liable for any failure in this process.
6. Dispute
 - 6.1. If You believe that there has been an error in debiting Your account, You should notify us directly on 1300 652 244 and confirm that notice in writing with us as soon as possible to creditcontrol-au@rentokil-initial.com so that We can resolve Your query more quickly.
 - 6.2. If We conclude as a result of our investigations that Your account has been incorrectly debited We will respond to Your query by arranging for Your Financial Institution to adjust Your account (including interest and charges) accordingly. We will also notify You in writing by email of the amount by which Your account has been adjusted.
 - 6.3. If We conclude as a result of our investigations that Your account has not been incorrectly debited We will respond to Your query by providing You with reasons and any evidence for this finding.
 - 6.4. Any queries You may have about an error made in debiting Your account should be directed to us in the first instance so that We can attempt to resolve the matter between us and You. If We cannot resolve the matter You can still refer it to Your Financial Institution which will obtain details from You of the disputed transaction and may lodge a claim on Your behalf.
7. Accounts
 - 7.1. You should check:
 - 7.1.1. with Your Financial Institution whether direct debiting is available from Your account as direct debiting is not available on all accounts offered by Financial Institutions.

- 7.1.2. Your account details which You have provided to us are correct by checking them against a recent account statement; and
- 7.1.3. with Your Financial Institution before completing the *direct debit authority* if You have any queries about how to complete the *direct debit authority*.

8. Confidentiality

- 8.1. We will keep any information (including Your account details) in Your *direct debit authority* confidential. We will make reasonable efforts to keep any such information that We have about You secure and use reasonable endeavours to ensure that any of our employees or agents who have access to information about You do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 8.2. We will only disclose information that We have about You:
 - 8.2.1. to the extent specifically required by law; or
 - 8.2.2. for the purposes of this agreement (including disclosing information in connection with any query or claim).

9. Notice

- 9.1. If You wish to notify us in writing by email about anything relating to this agreement, You should write to creditcontrol-au@rentokil-initial.com or PO Box 6786 Silverwater NSW 1811
- 9.2. We will notify You by sending a notice via email or ordinary post to the address You have given us in the *direct debit authority*.
- 9.3. Any notice will be deemed to have been received two business days after it is posted.

10. Privacy

- 10.1. We process Your personal information in accordance with Our privacy policy, which can be accessed at <https://www.rentokil-initial.com/site-services/cookie-and-privacy-policy/privacy-policy.aspx>.
- 10.2. You acknowledge we will provide Transaction Data to Merchant Warrior and Surepayd and that Transaction Data is:
 - 10.2.1. to the extent it is held by Merchant Warrior, it is held by Merchant Warrior in accordance with its privacy policy, which can be accessed at [https://Merchant Warrior.com/au/privacy](https://MerchantWarrior.com/au/privacy); and
 - 10.2.2. to the extent it is held by Surepayd, it is held by Surepayd in accordance with its privacy policy, which can be accessed at <https://www.surepayd.com/privacy-and-security>