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Freedom Fuels Australia Pty Ltd  
ABN 49 093 244 761

## DIRECT DEBIT REQUEST

Direct Debit Authority to Debit Account named below

<b>Request and Authority to Debit</b>	Surname or Company Name: _____ Given name or ACN/ABN: _____ Address: _____  I/we request Freedom Fuels Australia Pty Ltd, User ID 314762 to arrange for funds to be debited from my/our nominated Account at the Financial institution shown below and according to the schedule specified.
<b>Name and Branch of Financial Institution</b>	Financial Institution Name: _____ Branch: _____
<b>Insert details of Account to be Debited</b>	Name of Account: _____ BSB Number: <input type="text"/> <input type="text"/> <input type="text"/> --- <input type="text"/> <input type="text"/> <input type="text"/> Account Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Payment Schedule</b>	Payments will be debited to your nominated account upon the due date of your purchases according to the credit terms of your account with Freedom Fuels.
<b>Signature</b>	By signing this Direct Debit Request, you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Freedom Fuels as set out in this Request and in your Direct Debit Service Agreement (overleaf).  Signed: _____ Print Name: _____ (If signing for a company, sign and print full name and capacity for signing, e.g. Director)  Date: ____ / ____ / ____

*(Please see next page for Direct Debit Service Agreement)*



performance with responsibility

## DIRECT DEBIT SERVICE AGREEMENT

### Our Commitment to you

This document outlines 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.

<b>Initial Terms of the Arrangement</b>	In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for fuel purchased.
<b>Drawing Arrangements</b>	<p>The first drawing under this Direct Debit arrangement will occur upon the due date of your first statement according to your credit terms of 14 days from the end of the month in which purchases were made and will continue each month thereafter.</p> <p>If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.</p> <p>We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made.</p> <p>If you wish to discuss any changes to the initial terms, please direct all enquiries to the Credit Department of Freedom Fuels.</p> <p>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 will arrange with you an alternative payment method. An administration fee of \$50.00 will be applied to any dishonoured Direct Debit</p>

### Your Rights

<b>Changes to the arrangement</b>	<p>If you want to make changes to the arrangement, please contact the Credit Department of Freedom Fuels. These changes may include:</p> <ul style="list-style-type: none"> <li>● deferring the drawing; or</li> <li>● altering the schedule; or</li> <li>● stopping an individual debit; or</li> <li>● suspending the DDR; or</li> <li>● cancelling the DDR completely.</li> </ul>
<b>Enquiries</b>	<p>Direct all enquiries to us, rather than to your financial institution, and these should be made at least 14 calendar days prior to the next scheduled drawing date. All communication addressed to us should include your account number &amp; account name.</p> <p>All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.</p>
<b>Disputes</b>	<ul style="list-style-type: none"> <li>● If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us.</li> <li>● 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:</li> <li>● You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.</li> </ul>

### 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 transferred or closed.