

## DIRECT DEBIT SERVICE AGREEMENT

### Our commitment to you

This document outlines our service commitment to you in respect of the Direct Debit Request arrangements made between Sea Swift Pty Ltd and you. It sets out your rights, our commitment to you and your responsibility to us together with where you should go for assistance.

### Initial terms of the arrangement

In terms of the Direct Debit arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the provision of product and services charged to your account.

### Drawing arrangements

- The first drawing under the Direct Debit arrangement will occur on the 15<sup>th</sup> day of the following month and every 15<sup>th</sup> day of the month thereafter.
- 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.
- We will give you at least 14 days notice when changes to the initial terms of the arrangement are made. This notice will state the change in frequency, drawing date or any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please call Account Receivable by phone on 07 4035 1234.

### Your Rights

#### Changes to the arrangement

If you want to make changes to the drawing arrangements, contact Accounts Receivable by phone on 07 4035 1234.

These changes may include:

- Deferring a drawing
- Suspending the Direct Debit Request
- Cancelling the Direct Debit Request

### Enquiries

Direct all enquiries to us rather than your financial institution, and these should be made at least 5 business working days prior to the next scheduled drawing date. All communication addressed to us should include your Sea Swift Account No.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing from your nominated account.

### Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us immediately by contacting Accounts Receivable on 07 4035 1234.

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:

- within 7 business days for claims lodged within 12 months of the disputed drawing; or
- within 30 business days for claims lodged more than 12 months after the disputed drawing.

You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

### Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us immediately if the nominated account is transferred or closed.

**If your drawing is returned or dishonoured by your financial institution, we will immediately suspend your account and contact you regarding payment. A \$15.00 dishonour fee will be charged to your Sea Swift account. If 3 payments are declined within a 12 month period the account will be closed and no further credit facility will be available.**

Accounts not used for a 12 month period could be closed without notification, please check prior to shipping if your account has been inactive for some time.

Please complete and return original to



Sea Swift Pty Ltd, PO Box 6755 CAIRNS QLD 4870  
Ph: 40351234 Fax: 40356091 Email:  
remit@seaswift.com.au

## DIRECT DEBIT REQUEST

I / We request Sea Swift Pty Ltd ABN 16 010 889 040 (User ID 313 870) to arrange for funds to be debited from my/ our nominated account at the financial institution shown below according to the schedule specified in the Service Agreement.

Surname: \_\_\_\_\_ Given Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_ Post code: \_\_\_\_\_

Street Address: \_\_\_\_\_ Post code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_ Fax No: \_\_\_\_\_

Email Address: \_\_\_\_\_ Drivers Licence No: \_\_\_\_\_

Persons authorised to use account: \_\_\_\_\_

Credit Limit Required: \_\_\_\_\_ **Maximum offered is \$200.00.** This is the maximum allowed on the account at any one time, any goods over this amount must be pre-paid prior to being delivered to Sea Swift

### Details of your financial Institution to be debited

Name of bank: \_\_\_\_\_ Branch: \_\_\_\_\_

BSB: \_\_\_\_\_ Account No: \_\_\_\_\_

Name of Account: \_\_\_\_\_

Before signing this section, please read the Service Agreement provided. Your signature confirms you have authorised Sea Swift Pty Ltd to deduct charges from your account, all details provided are correct and that you agree with the terms and conditions. If debiting from a joint account, please have all account holders sign.

Signature 1 \_\_\_\_\_

Signature 2 \_\_\_\_\_

Date: \_\_\_\_\_

To process this account we must sight a form of id (drivers licence or 18+ card) and your latest bank statement. This is to verify your details and prove sufficient funds to cover the credit required.

### Check List

This form completed and signed  Copy of latest bank statement  ID

**PLEASE FAX TO 40356091**