

DIRECT DEBIT REQUEST SERVICE AGREEMENT

- By signing a **Direct Debit Request**, you have authorised **us** to arrange for funds to be debited from your **nominated account**, according to the agreement we have with you.
- **Changes by us-** You will be advised 14 days in advance of any changes to the Direct Debit arrangements.
- **Changes by you-** For all matters relating to the Direct Debit arrangement you will need to:
Call our office (07) 4631 1588, or visit our office, and advise us in writing
Allow for 14 days for the amendments to take effect.
- **Your responsibility-** The customer should be aware that:
It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
- **Disputes-** If you believe there has been an error in debiting your account you should contact us in the first instance and confirm details with us in writing as soon as possible so that we can resolve your query quickly. We will investigate the matter and advise you in writing whether your account has been incorrectly or correctly debited. If we can not resolve the matter you can still refer it to your Financial Institution and they may lodge a claim on your behalf.
- **Returned payments-** In the event of returned unpaid transactions, the following procedures will apply;
You will be notified by phone of the details & posted a reminder letter to pay monies outstanding.
You will have 7 days to pay the amount.
- **Fees and charges-**
A fee of \$8.50 will be charged per unpaid or rejected transaction.
- If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day.
- All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

CANCELLATION OF MEMBERSHIP

- | | Initials |
|---|----------|
| ▪ I acknowledge that the minimum commitment is 3 months. | [] |
| ▪ I also understand that debits will continue automatically until the 30 days written notice to The USQ Works is completed. | [] |
| ▪ Cancellation by phone or email will not be accepted under any circumstances. | [] |
| ▪ Suspension notification, in writing, must be received prior to suspension start date. | [] |
| ▪ Should a direct debit payment be rejected, I understand a \$8.50 rejection fee will be charged per rejection | [] |

Signature: _____ Date ___/___/___