

VAASCO Holdings

NET ZERO ENERGY solutions

Energy savings solutions that enhance our environment
Grid connectivity, energy efficiency and non-stop power

VAASCO HOLDINGS PTY LTD

ABN 38653605595
Suite 3, Level 10, 45 William Street
Melbourne VIC 3000
Contact Customer Services, VAASCO Holdings
Phone 1300 51 86 73
Email accounts@vaasco.net

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with **VAASCO HOLDINGS PTY LTD** (User ID: 652679, ABN 38 653 605 595) (**the Debit User**). This Agreement explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

account means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between *you* and *us*.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

Direct Debit Request means the written, verbal or online request between *us* and *you* to debit funds from your account.

us or **we** means **VAASCO HOLDINGS PTY LTD**, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

you means the customer who has authorised the *Direct Debit Request*.

your financial institution means the financial institution at which you hold the *account* is maintained you have authorised us to debit.

1. Debiting your account

- 1.1 By submitting a *Direct Debit Request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. The *Direct Debit Request* and this *agreement* set out the terms of the arrangement between *us* and *you*.
- 1.2 We will only arrange for funds to be debited from *your account* if we have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice (in the form of an Invoice) which specifies the amount payable by *you* to *us* and when it is due.
- 1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen **(14) days** written notice sent to the preferred email or address you have given us in the *Direct Debit Request*.

3. How to cancel or change direct debits

You can:

- (a) cancel or suspend the Direct Debit Request; or
- (b) change, stop or defer an individual debit payment

at any time by giving at least **7 days written** notice.

To do so, contact us at Customer Services, VAASCO Holdings

- (a) by email to accounts@vaasco.net; or
- (b) by telephoning us on 1300 51 86 73 during business hours (9 am to 4:30pm on regular business days).

You can also contact your own financial institution, which must act promptly on your instructions.

4. Your obligations

- 4.1 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 Request*.
- 4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:
 - (a) *you* may be charged a fee and/or interest by *your financial institution*;
 - (b) *we* may charge *you* reasonable costs incurred by us on account of there being insufficient funds; and
 - (c) *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 process the *debit payment*.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly by email to accounts@vaasco.net, or by phone 1300 51 86 73 during business hours (9 am to 4:30pm on regular business days).
Alternatively, you can contact your financial institution for assistance.
- 5.2 If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging within a reasonable period for *your financial institution* to adjust *your* account (including interest and charges) accordingly. *We* will also notify you in writing of the amount by which *your account* has been adjusted.
- 5.3 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 in writing.

6. Accounts

You should check:

- (a) 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.
- (b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

7. Confidentiality

- 7.1 *We* will keep any information (including *your account* details) in *your Direct Debit Request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and 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.
- 7.2 *We* will only disclose information that *we* have about *you*:
 - (a) to the extent specifically required by law; or
 - (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. Contacting each other

8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to

Attention: Customer Services
VAASCO HOLDINGS PTY LTD
PO Box 7, Flinders Lane Victoria 8009

OR

Email to accounts@vaasco.net

8.2 We will notify *you* by sending a notice to the preferred address or email *you* have given *us* in the *Direct Debit Request*.

Any notice will be deemed to have been received on the second *banking day* after sending.
