



DIRECT DEBIT/CREDIT REQUEST

Important Information and Advice about this Request: (One request per Customer Account)

To complete this request correctly, you will need to:

- Confirm all information printed in the request and sign in the space provided
- Acquire all Bank Account Holder signatures for the bank account nominated below
- Read and agree to the SunWater Direct Debit / Credit Request Service Agreement
- Post the entire SunWater Direct Debit / Credit Request to:

SunWaterOnline Support
PO Box 15536
City East Qld 4002

Once your request has been processed by SunWater, you will be notified accordingly.

Customer Account Number _____

Direct Debit/Credit Request Details New Amend Withdraw

Bank _____ Branch _____ BSB _____ - _____

Account Number _____

Account Name _____

Bank Account Holder Authorisation (if in joint names both signatures are required)

I/We request SunWater to direct debit/credit the full amount owing on the due date for all my/our SunWater Invoices.

I/We named below authorise and request SunWater (APCA User ID number 208438) to arrange for funds to be debited from/credited to my/our account at the financial institution identified above and as prescribed through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms and conditions described in the SunWater Direct Debit/ Credit Request Service Agreement.

I/We authorise SunWater to verify the details of the abovementioned account with my/our financial institution and perform a credit check as required.

I/We authorise my/our financial institution to release information allowing SunWater to verify the abovementioned account details.

I/We have read, understood and agreed to the SunWater Direct Debit/Credit Request Service Agreement.

Executed as a Deed Poll:

Bank Account Holder (Person) #1	Bank Account Holder (Person) #2
Name _____	Name _____
Signature _____	Signature _____
Date _____	Date _____

Who can we contact regarding this application? (MUST be a Contact Profile)

Name _____

Phone Number _____

SunWater Office

PO Box 15536
CITY EAST QLD 4002

Ph: 13 15 89
 Fax: 3120 0249

Email: customersupport@sunwater.com.au

This SunWater Direct Debit / Credit Request Service Agreement applies to SunWater invoices. It explains what your obligations are when undertaking a Direct Debit / Credit arrangement with us and details our obligations to you as your Direct Debit / Credit provider. It forms part of the terms and conditions of your Direct Debit / Credit Request and should be read in conjunction with your Direct Debit / Credit Request.

Please ensure that you have read the following before returning the Direct Debit/Credit Request.

Please retain a copy of this SunWater Direct Debit / Credit Request Service Agreement for your records.

1. General Terms and Conditions

- 1.1 We may vary this agreement at any time by giving you at least 14 days' notice.
- 1.2 This agreement is incorporated into your water supply contract/s with SunWater. For the avoidance of doubt, the notice provisions in your supply contract/s apply to this agreement.
- 1.3 You should be aware that:
 - (a) The Direct Debit service is not available to credit cards;
 - (b) Direct debiting through the Bulk Electronic Clearing System is not available on all accounts;
 - (c) The customer is advised to check, with their financial institution, their account details and any queries about completing the Direct Debit/Credit Request, before completing the Direct Debit/Credit Request;
 - (d) Transactions should be checked against statements provided from your financial institution. If you believe there has been an error in debiting / crediting your account, you should contact us on 13 15 89.
- 1.4 It is your responsibility to advise us if your nominated bank account is altered, transferred or closed. A new SunWater Direct Debit / Credit Request must be received at least seven (7) business days prior to the next payment.
- 1.5 Your direct debit records and account details will be kept private and confidential in accordance with SunWater's privacy policy (available at www.sunwater.com.au) and will only be disclosed:
 - (a) At your request;
 - (b) In the event of a claim or at the request of your financial institution (for example, in connection with a claim made about an alleged incorrect or wrongful debit or credit);
 - (c) In accordance with the SunWater privacy policy in force at the relevant time; or
 - (d) In any circumstance required by law.
- 1.6 In the event a debit against your nominated account is returned unpaid, we may attempt further redraws on your nominated account.
- 1.7 You indemnify us and will keep us indemnified against any loss or damage we suffer as a result of your use of the Direct Debit/Credit Request service we provide.

2. Debits

- 2.1 By signing a Direct Debit / Credit Request, you request and authorise SunWater to arrange for funds to be debited from your bank account according to the instructions provided by the Direct Debit / Credit Request.
- 2.2 We will only arrange for funds to be debited from your account:

- (a) As requested and authorised in the Direct Debit / Credit Request;
 - (b) According to any notice sent to you specifying the amount payable and the date the payment is due.
- 2.3 The payment will be deducted from your nominated account on the payment due date. 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. If you are unsure about which day your account has or will be debited you should ask your financial institution.
- 2.4 Payment to SunWater for SunWater invoices will be due based on the payment terms specified in your water supply contract/s following the date of issue.
- 2.5 It is your responsibility to ensure that you have sufficient clear funds in the nominated account when payments are to be drawn. If you do not have sufficient clear funds, a dishonour fee may be charged by your financial institution. In addition, SunWater reserves the right to charge its own dishonour fee to recover its administrative costs and to pass on any bank fees or interest charged to SunWater.

3. Credits

- 3.1 We will arrange for funds to be credited to your bank account:
- (a) As requested and authorised in the Direct Debit / Credit Request;
 - (b) According to any notice sent to you specifying the amount you are owed.
- 3.2 The payment will be credited to your nominated account on the due date. If the due date falls on a non-working day or public holiday, the credit will be processed on the next working day.
- 3.3 SunWater reserves the right to withhold any payments to you where you have overdue debt owing to SunWater.

4. Your Rights

- 4.1 You may terminate your debit/credit request with us by giving us at least 7 business days' notice in writing to that effect. You may request deferment of any debit arrangement, alteration to any debit arrangement or the stopping of any debit item but you must do so with at least 7 business days' notice in writing addressed to us and your request must address how you will otherwise meet the relevant liability to us. In addition, you may terminate your debit/credit request or defer, alter or stop a debit arrangement by arranging this with your financial institution, which is required to act promptly on your instructions. However, you must then advise us in writing how you will meet your relevant liability to us.
- 4.2 If you consider any debit or credit made is incorrect, you should raise the matter with us as soon as possible by calling 13 15 89. We will then investigate the circumstances in which the debit or credit was made and determine whether or not the debit or credit was incorrect. We will then advise you of the result of our determination, including reasons and any evidence, and arrange for any necessary adjustment to be made to your account. Alternatively, you can raise a debit or credit which you consider incorrect with your financial institution.
- 4.3 We will advise you in writing or electronically of any debit or credit amount together with the date that the credit or debit is to be made.
- 4.4 We will not vary any of these debit arrangements without first giving you 14 days' notice of the relevant variation.

OFFICE USE ONLY					
Application Approved	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Date _____
Date Opened	_____				Date letter sent _____
Processed By	_____				Date _____
Credit Check Approved	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Date _____