



## APPLICATION DIRECT DEBIT REQUEST

### Important information and advice regarding 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 Service Agreement
- Post or email this form to us (details outlined in the 'Sunwater office' section of this form)

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

### Bank account holder authorisation

(if the account is in multiple names signatures of all account holders are required)

I/We request Sunwater to direct debit 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 my/our account at the financial institution identified below 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 Request Service Agreement.

I/We authorise Sunwater to verify the details of the below 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 below account details. I/We have read, understood and agreed to the Sunwater Direct Debit Request Service Agreement.

#### Account Holder 1

Print Name

Signature

Date

#### Account Holder 2

Print Name

Signature

Date

### Direct debit request details

Customer Account Number \_\_\_\_\_ ☐ New ☐ Amend ☐ Withdraw

Financial Institution \_\_\_\_\_ BSB \_\_\_\_\_

Account number \_\_\_\_\_ Account name \_\_\_\_\_

### Who can we contact regarding this application? (must be an Account Holder)

Name

Phone number

Email address

### Sunwater office

PO Box 15536  
CITY EAST QLD 4002

Ph: 13 15 89  
Fax: 07 3036 6482  
Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Our Privacy Policy can be viewed at [www.sunwater.com.au](http://www.sunwater.com.au)

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

Visit: [www.sunwater.com.au](http://www.sunwater.com.au)

**Delivering water for prosperity**

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

Please ensure that you have read the following before returning the Direct Debit Request. Please retain a copy of this Sunwater Direct Debit 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 Request, before completing the Direct Debit Request;
  - d) Transactions should be checked against statements provided from your financial institution. If you believe there has been an error in debiting 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 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](http://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)
  - 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. If you do not have sufficient clear funds in your nominated account, 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.

## 2. Debits

- 2.1 By signing a Direct Debit 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 Request.

- 2.2 We will only arrange for funds to be debited from your account:
  - a) As requested, and authorised in the direct debit 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.
3. Your rights
  - 3.1 You may terminate your direct debit 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 provide at least 7 business days' notice in writing addressed to us. Your request must address how you will otherwise meet the relevant liability to us. In addition, you may terminate your debit 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.
  - 3.2 If you consider any debit 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 was made and determine whether or not the debit 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 which you consider incorrect with your financial institution.
  - 3.3 We will advise you in writing, or electronically, of any debit amount together with the date that the debit is to be made.
  - 3.4 We will not vary or terminate any of these direct debit arrangements without first giving you 14 days' notice of the relevant variation.
  - 3.5 Sunwater will reserve the right to terminate the direct debit arrangement in the following circumstances:
    - e) At your request
    - f) When Sunwater made reasonable attempts to complete the direct debit without success.

## Collection of your personal data

Sunwater collects and uses your personal information to provide products, services and information to you, its customers and for its business operations. Our Privacy Policy can be viewed at <https://www.sunwater.com.au/privacy-policy/> and tells you how we usually collect, use and disclose your personal information and how you can ask for access to it or seek correction of it. Our Privacy Policy also contains information about how you can make a complaint and how we will deal with such a complaint.

If you choose not to provide certain personal information to us, we may not be able to provide you with the services, information or other arrangements required.

We may disclose personal information to recipients outside of Australia. Such recipients are likely to be located in New Zealand, Canada, India, Singapore, the United Kingdom or the United States of America.

If you would like further information about our privacy policies or practices, please contact our Privacy Contact Officer using the contact details below.

Post to: Sunwater Information Services

PO Box 15536, City East, Queensland 4002

Phone: +61 7 3120 0000

Email: [IMPrivacyRequests@sunwater.com.au](mailto:IMPrivacyRequests@sunwater.com.au)