



ALARM INDUSTRIES PTY LTD

A.B.N. 31 010 537 103

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PO Box 165
Coopers Plains Qld 4108

Tel: **(07) 3841 9999** Fax: (07) 3345 4062

Accounts Department: (07) 3841 9903

Email: accounts@alarmindustries.com.au

www.alarmindustries.com.au

RESIDENTIAL - DIRECT DEBIT REQUEST

I/We request you Alarm Industries Pty Ltd User ID # 372872 to arrange for funds to be debited from my/our nominated account at the Financial Institution shown below according to the schedule specified below.

Name: _____

Address: _____

_____ Postcode _____

Signature(s) _____

(All signatories of the account are required)

Name and Branch _____

of Financial

Institution _____

BSB:

-

Account Number: _____

Commencing [immediately / on _____] (delete one)

Please debit \$ _____ from the above account each:

Weekly

Fortnightly

Monthly

Other _____

Customer Direct Debit Service Agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Alarm Industries Pty Ltd User ID # 372872 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for monitoring/rental fees.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur as requested on your completed direct debit form.
- 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 in writing when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact one of our accounts team.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact our accounts department in writing with your requested changes. We require 14 days notice for these changes. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your account number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to 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 by contacting our accounts department on **07 3345 4100** during business hours.
- 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 5 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.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

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
- on the drawing date there is sufficient cleared funds in the nominated account; and
- you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you by telephone and/or letter. Any transaction fees payable by us in respect of the above will be invoiced separately along with our administration fee.