

CUSTOMER DIRECT DEBIT REQUEST SERVICE AGREEMENT

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Hunts Fuel (ID 106621) and you.

It sets out your rights, our commitment to you and your responsibilities to us, together with information on where to get assistance. You are deemed to be bound by the terms of these arrangements on execution of the Direct Debit Request form.

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 fuel and other purchases.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the 21st day of the month following purchase.
- 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 should any changes to the initial terms of the arrangement be made. This notice will also state any other changes to the initial terms.

Enquiries / Changes to the arrangement

Please direct all enquiries to us rather than to your financial institution, and these should be made at least 5 working days prior to the next drawing date. All communication to us should include your customer 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 a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us in person or by phone during business hours.

If you do not receive a satisfactory response from us in relation to your dispute, contact your financial institution who will respond to you with an answer to your claim.

You will receive a refund of the drawn amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to attempt resolution prior to you contacting 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
- that on the drawing date there are sufficient cleared funds in the nominated account; and
- that 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 phone or if no response a letter will be sent and a re-draw made after 3 days. Any transaction costs payable by us as a result will be added to your account.