

Direct debit request service agreement

Definitions

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

Agreement: this direct debit request service agreement between you and us.

Business day: a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day: the day that payment by you to us is due.

Debit payment: a particular transaction where a debit is made.

Direct debit request: the request to debit your account that you make to us.

We/Us: OneVue Wealth Services Ltd (ABN 70 120 380 627, Debit User ID 410492).

You/Your: the client providing the direct debit request.

Your financial institution: the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting your account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.
- 1.4 If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changes by us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least 14 days' written notice.

3. Changes by you

- 3.1 Subject to 3.2, you may change the arrangements under a direct debit request by giving us at least 14 days' written notice in accordance with 8.1.
- 3.2 If you wish to stop or defer a debit payment or cancel your authority for us to debit your account, you must notify us in writing 14 days before the next debit day. You may also notify your financial institution.

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) you may also incur fees or charges imposed or incurred by us, 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.

5. Dispute

- 5.1 If you believe that there has been an error by us in debiting your account, you should notify us directly and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. You may also notify your financial institution.
- 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:
 - (a) arranging for your financial institution to adjust your account (including interest and charges); and
 - (b) notifying 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.

6. Accounts

- 6.1 You should check:
- (a) with your financial institution whether direct debiting is available from your account;
 - (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 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).
- 7.3 We will collect, use and disclose any personal information in accordance with our Privacy Policy which is available on request.

8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to us at:
- OneVue
PO Box R1926
Royal Exchange NSW 1225
- 8.2 We will notify you by sending a notice in the ordinary post to your address held in our records.
- 8.3 Any notice will be deemed to have been received two business days after it is posted.