

Victoria Private Sector Branch

Direct Debit Service Agreement This document provides information to you regarding the direct debiting of your account. By signing this direct debit request (DDR) you have authorised us to arrange for funds to be debited from your nominated account. You should refer to the direct debit request and this agreement for the terms of the arrangement between you and us.

DRAWING ARRANGEMENTS The ASU will debit amounts instructed by you on a selected Thursday cycle. If the payment date is a non-business day or public holiday we will process a direct debit to your account on the next business day.

CHANGES TO THE ARRANGEMENTS Unless you have asked us to change your payment and we have agreed to your request, we will give you at least 14 days notice when changes to our direct debit arrangements are made. This notice will include the new amount, frequency and the next drawing date. A request to stop or alter direct debit arrangements must be made in writing to the ASU and signed by the member.

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 membership department. We undertake to investigate any dispute and advise you of the outcome. Phone: 03 9342 3300 Email: info@asupsvic.org

ACCOUNTS Before sending us your account details, please check with your financial institution that direct debit deductions are allowed on the account you have chosen. Please make sure you have enough money in your account to cover your obligations to us when due. Your financial institution may charge a fee if the payment cannot be met. You must advise us if the nominated account is transferred or closed.

CONFIDENTIALITY The ASU will not release any information provided on this form to any person or institution other than the member who signs the form and the financial institution cited in the form.