

# Direct debit request service agreement

## Our commitment to you

We are committed to providing the most secure and customer friendly service possible. We offer two types of direct debit for you to select from:

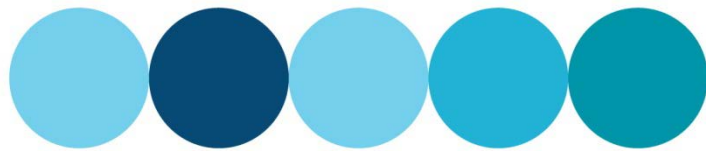
- Pay bills when they are due – the exact amount of your bill is automatically deducted from your nominated bank account or credit card on the due date.
- Payment by regular instalments – you nominate the amount to pay in weekly, fortnightly or monthly payments, as long as your payments are sufficient to cover your bills, we will deduct that agreed amount from your nominated bank account or credit card on each regular instalment.

## By submitting a direct debit request, you declare that you:

- Warrant and represent that by requesting the direct debit service, you are authorised to request the debiting of payments of the customer account nominated in the direct debit request and in accordance with the Direct Debit Service Agreement.
- Give consent for the Water Corporation ABN 28 003 434 917 (User ID 208343) to arrange for funds to be withdrawn from the bank account or credit card specified in the direct debit request through the Bulk Electronic Clearing System in accordance with this direct debit request, and applied to the payment of the customer account nominated in this direct debit request.
- Are the holder of the bank account or credit card account to be debited; or in the case of where the bank account or credit card holder is not a natural person (ie. a body corporate), are duly authorised to make this direct debit request.
- Authorise and request that this direct debit request remain in place until cancelled or otherwise altered in accordance with the terms and conditions outlined in this Direct Debit Request Service Agreement.
- Understand that direct debit is only a method of payment and is not a formal payment arrangement to clear overdue charges on an account and that a separate payment arrangement may need to be entered into in relation to outstanding charges, in addition to this direct debit request.
- Acknowledge that it may take up to five business days to process this direct debit request.

## What we will do

1. We will keep your financial information confidential, unless it needs to be disclosed to process payments, to investigate and resolve disputes or is otherwise required by law.
2. We will do everything we can to make sure all withdrawals are made on the date you request. However, we accept no responsibility if the withdrawal cannot be made on this date, due to circumstances outside our control.
3. If a payment is due on a non-business day, we will make the withdrawal on the next business day.
4. If you select to “pay your bills when they are due”, we will advise you ahead of each withdrawal. We will do this by sending you an account (be it electronic or hard copy submission) showing the amount owing and the due date, which is when the payment will be withdrawn from your nominated bank account or credit card.



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5. If you set up “payment by regular instalments”, we will not advise you ahead of each withdrawal. We will simply withdraw the amount authorised by you from your nominated bank account or credit card on the agreed date.
6. We may change these processes, or the terms and conditions of this service agreement, at any time. If this happens, we will advise you at least ten business days before the changes come into effect.
7. We may cancel a direct debit plan at any time, subject to notifying you. If we cancel a Direct Debit Service Agreement where we have a reasonable suspicion that fraudulent information has been provided in relation to your Direct Debit Service Agreement, we will notify you in writing.

### What you need to know

8. Direct debit payments for your bills when they are due or for payment by regular instalments through the Bulk Electronic Clearing System are not available from all bank accounts or credit card accounts. Before applying, please check with your financial institution that your account can be direct debited.
9. All information you supply on your request must be true and correct.
10. You are responsible for making sure you have sufficient funds available on the due date of any withdrawal, and for advising us if your bank account or credit card account details change, if you cancel, close or transfer your bank account or credit card, or if your credit card expires.
11. If you would like to change your existing direct debit payment plan (for example cancellation, change in payment option, periods or amount), you need to let us know at least five business days before your next withdrawal date.
12. We accept no liability for correspondence that is not received; is received late due to postal delays; full email inboxes; or is not legible - so we are unable to find the applicants identity to contact them.
13. Please contact us – not your financial institution – with any enquiries about your direct debit service arrangement (for example disputes, change of details, cancellation requests) on 13 13 85 from 8.00am to 5.00pm, Monday to Friday.
14. If you would like to dispute a withdrawal, please let us know by contacting us on 13 13 85 from 8.00am to 5.00pm, Monday to Friday. We will investigate and respond to you within five business days from the date that you contact us.

### Privacy policy

15. We may use and/or disclose your information to your financial institution in order to process payments, to investigate any possible incorrect payment or in the event of a dispute. For more detailed information about how we collect, use and disclose your personal information, refer to our privacy policy at:  
<https://www.watercorporation.com.au/legal/privacy>