



Cenversa Services Pty Ltd  
 26 Binney Road  
 KINGS PARK NSW 2148  
 Ph: (02) 9421 1530  
 Fx: (02) 9679 5764

## Direct Debit Request

Request and Authority to debit the account named below to pay  
**Cenversa Services Pty Ltd - ABN 36 113 929 294**

<b>Request and Authority to debit</b>	<p><b>Your Surname or company name:</b> _____</p> <p><b>Your Given names, ABN ACN or ARBN 'you'</b> _____</p> <p>request and authorise <b>Cenversa Services Pty Ltd (User ID: 357067)</b> to arrange, through its own financial institution, a debit to your nominated account any amount <b>Cenversa Services Pty Ltd, (on behalf of Central Pet Australia Pty Ltd ABN 43 100 909 742)</b> as deemed payable by <i>you</i>. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
<b>Insert the name and address of financial institution at which account is held</b>	<p><b>Financial institution name</b> _____</p> <p><b>Address</b> _____  <small>(Incl. post code)</small></p>
<b>Insert details of account to be debited</b>	<p><b>Name/s on account</b> _____</p> <p><b>BSB number</b> (Must be 6 Digits) _____ - _____</p> <p><b>Account number</b> _____</p>
<b>Acknowledgment</b>	<p>By <b>signing</b> and / or providing us with a <b>valid instruction</b> in respect to <i>your</i> Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between <i>you</i> and <b>Cenversa Services Pty Ltd</b> as set out in this Request and in your Direct Debit Request Service Agreement.</p>
<b>Payment Details</b>	<p>The first debit may be made on the 10<sup>th</sup> then monthly as per the monthly statement amount.</p>
<b>Insert your signature and address</b>  If signing for a company, sign and print full name and capacity for signing eg. Director.	<p><b>Print Name</b> _____ <b>Print Name</b> _____</p> <p><b>Signature</b> _____ <b>Signature</b> _____</p> <p><b>Title</b> _____ <b>Title</b> _____</p> <p><b>Address</b> _____</p> <p>_____ <b>State</b> _____ <b>P/Code</b> _____</p> <p><b>Date</b> _____</p>



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## Direct Debit Request Service Agreement

The following is your Direct Debit Service Agreement with **Cenversa Services Pty Ltd ABN: 36 113 929 294**. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

<b>1. Definitions</b>	<p><b>account</b> means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p><b>agreement</b> means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p><b>banking day</b> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><b>debit day</b> means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p><b>debit payment</b> means a particular transaction where a debit is made.</p> <p><b>direct debit request</b> means the Direct Debit Request between <i>us</i> and <i>you</i>.</p> <p><b>us</b> or <b>we</b> means Cenversa Services Pty Ltd ABN: 36 113 929 294, (the Debit User) <i>you</i> have authorised by signing a <i>Direct Debit Request</i>.</p> <p><b>you</b> means the customer who has signed or authorised by other means the <i>Direct Debit Request</i>.</p> <p><b>your financial institution</b> means the financial institution nominated by <i>you</i> on the DDR at which the <i>account</i> is maintained.</p>
<b>1. Debiting your account</b>	<p>1.1 By signing a <i>Direct Debit Request</i> or by providing <i>us</i> with a valid instruction, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. <i>You</i> should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p>or</p> <p>We will only arrange for funds to be debited from <i>your account</i> if <i>we</i> have sent to the address nominated by <i>you</i> in the <i>Direct Debit Request</i>, a billing advice which specifies the amount payable by <i>you</i> to <i>us</i> and when it is due.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, <i>we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p> <p>1.4 We may deduct funds that are in arrears to bring the amounts due up to date at any time.</p>
<b>2. Amendments by us</b>	<p>2.1 We may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving <i>you</i> at least fourteen (14) days written notice.</p>
<b>3. Amendments by you</b>	<p>3.1 <i>You</i> may change, stop or defer a debit payment, or terminate this agreement by providing <i>us</i> with at least fourteen (14) days notification by writing to:</p> <p><b>Cenversa Services Pty Ltd</b> <b>Attn: Credit Manager</b> <b>Locked Bag 4365</b> <b>BLACKTOWN NSW 2144</b> by telephoning <i>us</i> on <b>02 9421 1530</b> during business hours; or by arranging it through your own financial institution.</p>
<b>4. Your obligations</b>	<p>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.</p> <p>4.2 If there are insufficient clear funds in your account to meet a debit payment:</p> <p>(a) you may be charged a fee and/or interest by your financial institution;</p> <p>(b) you may also incur fees or charges imposed or incurred by us; and</p> <p>(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.</p> <p>4.3 You should check your account statement to verify that the amounts debited from your account are correct.</p> <p>4.4 If Vetstar Pty Ltd is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay Cenversa Services Pty Ltd on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.</p>
<b>5. Dispute</b>	<p>5.1 If you believe that there has been an error in debiting your account, you should notify us directly by phone on 02 9421 1530, fax on 02 9679 5764; or via email at <a href="mailto:credit@cenversa.com.au">credit@cenversa.com.au</a> and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct.</p> <p>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 arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.</p> <p>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 in writing.</p>
<b>6. Accounts</b>	<p>You should check:</p> <p>(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) your account details which you have provided to us are correct by checking them against a recent account statement; and</p> <p>(c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.</p>
<b>7. Confidentiality</b>	<p>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 to 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.</p> <p>7.2 We will only disclose information that we have about you:</p> <p>(a) to the extent specifically required by law; or</p> <p>(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).</p>
<b>8. Notice</b>	<p>8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to</p> <p>Cenversa Services Pty Ltd Attn: Credit Manager Locked Bag 4365 BLACKTOWN NSW 2148</p> <p>8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.</p> <p>8.3 Any notice will be deemed to have been received on the third banking day after posting.</p>

