

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

Please ensure that your Financial Institution can support Direct Debit on your nominated account(s) as Direct Debit through BECS is not available on all accounts. Account details should be checked against a recent statement from that Financial Institution. It is your responsibility to ensure that you have sufficient funds in your account to honour the Direct Debit. If there are insufficient funds, a standard dishonour fee will apply. (Your Financial Institution may also impose a charge).

Should your Financial Institution branch or Account number change, please advise us at least seven business days prior to the due date shown on the bill. Failure to do so may result in a payment dishonour and application of the dishonour fee.

If the due date of your bill falls either on a Public Holiday or non-business day then the Direct Debit will take place on the next business day.

We will draw all the amounts owing (including the monthly service fee and any other amounts payable) in accordance with any agreement that you have with us (as amended by us from time to time)

To query any amounts debited from your account, please contact us on our account enquiries number (07) 5526 7776 or send written correspondence to the address stated on your order form.

To dispute this bill, alter this arrangement, stop or defer a specific direct debit payment or cancel the Direct Debit arrangement, please contact us on the bill enquiries number (07) 5526 7776 at least seven business days prior to the due date shown on the bill.

Please allow 14 days for us to respond too disputed direct debit payments. If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If our investigations show that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding. If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

We may cancel this Direct Debit arrangement at any time with notice to you. Where terms of this agreement do change, we will provide a minimum of 14 days notice of the change to you.

All correspondence relating to this Direct Debit arrangement will be forwarded to the address stated on your web services agreement.

We are committed to the protection of your personal information. Any information provided to us will remain confidential in accordance with applicable laws or at the request of the financial institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise required by law.

### DEFINITIONS

Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this DDRSA and:

**Account** means the account nominated in the Direct Debit Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;

**Agreement** means the Terms and Conditions, including the Schedules to those Terms and Conditions, as amended from time to time;

**Direct Debit Request** means the Direct Debit Request between us and you as amended from time to time;

**Financial Institution** is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited;

**We, us, our** means one of Local Search Operations Pty Ltd. Local Search Web Pty Ltd and Local Search Hub Australia Pty Ltd, depending on the services you purchase from us; and **You** mean the Customer/s who signed the Direct Debit Request.