

# Direct Debit Service Agreement

## Terms:

1. This agreement relates to any Rent My Bike Australia (RMBA) Direct Debit Scheme and method of rental payments and as amended from time to time.
2. All communication issued by RMBA in relation to the Direct Debit Request and Agreements for Payment by Direct Debit will be issued to the customer irrespective of whether it is another person's/party's financial institution account to which the Direct Debit Request and Agreement for Payment by Direct Debit relate.
3. The frequency of direct debit deductions will be as specified in the Direct Debit Confirmation communication.
4. The RMBA rental product should be paid to the date of the direct debit deduction. If the rental product is not paid to this date, the direct debit deduction may include all arrears owing.
5. A cancellation of the Direct Debit can only be enacted if the Rental Product is returned as nominated by RMBA to an authorised bike shop and RMBA receives in writing at least 7 days prior to the next scheduled direct debit date. The request is to be signed and dated by the account holder. Cancellations notified by telephone will not be accepted. The cancellation of the Direct Debit Request does not constitute cancellation of the Rental Product.
6. Alterations to account details must be received in writing at least 7 days before the next scheduled direct debit deduction date.
7. RMBA will notify the customer in the event of any alteration to the Direct Debit Request Service Agreement, at least 7 days prior to the direct debit deduction date.
8. A refund of rental payments cannot be issued within 7 business days of the direct debit deduction date. This allows sufficient time for the Financial Institution to advise RMBA of any direct debit deduction dishonour.
9. All payment refunds will be refunded into the account from which the payment was direct debited.
10. Direct debit deductions through 'BECS' is not available on all accounts and it is the responsibility of the customer to check the suitability of the account for direct debit deductions.
11. It is the responsibility of the customer to ensure that sufficient funds are held in the account to cover the direct debit deduction. If there are not sufficient funds in the account to cover the direct debit deduction any resulting Financial Institution fees are the responsibility of the customer.
12. Direct debit deductions will take place on the date/frequency specified by RMBA unless those dates fall on a non-working day (i.e. weekend or public/bank holiday) in which instance the direct debit deduction will occur on the first working day following the scheduled date. Customers must contact the Financial Institution if they are uncertain of the direct debit deduction date.
13. If a direct debit deduction is dishonoured, RMBA may attempt to make subsequent deductions at any time, including arrears of premium and any financial institution fees incurred on the dishonour.
14. After two consecutive direct debit deduction dishonours RMBA will remove the customer from the direct debit scheme. If the customer does not make good on arrears money owed to RMBA will enact their recovery process of the rental product
15. Details of the Financial Institution account will be treated confidentially. The account holder agrees that RMBA may supply to the customer, or any Financial Institution with which RMBA has entered into an agreement to enable participation in the direct debit scheme, or the Financial Institution specified by the account holder, any information relating to the customer's account with RMBA, or any credit or debit to the customer's account with RMBA, or any credit or debit to RMBA's account with a Financial Institution.
16. If a frequency is not selected RMBA will default the frequency to monthly debits. If a date is not selected RMBA will default the date to the next available date for your frequency.
17. Dispute Resolution Process
  - i. It is the responsibility of the customer to contact RMBA in the event of a complaint.
  - ii. RMBA will promptly investigate and advise the customer if the claim is accepted as valid or, if it is disputed by RMBA, the reasons why it has been disputed.