

Direct Debit Request Service Agreement

Call 1300 703 703 Visit eshealth.com.au PO BOX 6012 Halifax, ADELAIDE SA 5000
Email enquiries@eshealth.com.au



COVER LIKE NO OTHER

By accepting the Direct Debit Request, you have authorised Emergency Services Health to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this Agreement for the terms of arrangement between Emergency Services Health and you.

EMERGENCY SERVICES HEALTH'S COMMITMENT

Emergency Services Health will:

- Keep any information including your account details in your Direct Debit request confidential.
- Arrange for funds to be debited from your account as authorised in the direct debit request. We will not issue individual confirmation of payment made.
- Make deductions on the allocated day.
- If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the previous or following business day. If uncertain check with your financial institution.
- Only disclose information that we have about you to the extent specifically required by law; or for the purposes of this agreement including disclosing information in connection with any query or dispute.
- Notify you if a deduction is returned unpaid by your financial institution and provide you with alternative payment options.
- Automatically vary the deduction amount if:
 - You request a change in your level of cover as long as you give us 14 days' notice prior to the drawing date, or
 - We increase contribution rates, as long as we give you 14 days' notice of the new Direct Debit request amount.
- Assist in every way possible in the event of a dispute and endeavour to resolve any disputes with your financial institution within the industry-agreed timeframes and the industry's Direct Debit Claims Process.

MEMBERS' RIGHTS

You may:

- Terminate the Direct Debit request, stop or vary the Direct Debit for an individual payment.
 - In order to process any changes, you must notify us in writing, and received by us at least 14 days' prior to the drawing date
 - Stops and terminations can be directed to us or your own financial institution.
- Dispute any debit drawn if you believe that there has been an error in debiting your account by:
 - Raising the matter with Emergency Services Health on 1300 703 703 or by email to enquiries@eshealth.com.au as set out in our Complaints Policy.
 - Directing your dispute to your own financial institution.

Emergency Services Health will make reasonable endeavours to respond quickly and investigate the claim and advise you if the claim is accepted as a valid claim or, if it is disputed by Emergency Services Health, the reasons why it has been disputed (including without limitation details of the authority given to Emergency Services Health by the customer, including a copy of the original record of the Direct Debit Request and Agreement for Payment of Premiums by Direct Debit).

MEMBERS' RESPONSIBILITIES

You will:

- Confirm that the account you nominate can accept direct debits. (direct debits through BECS, the bulk electronic clearing systems, are not available on all accounts)
- Make sure the authorisation given to draw on the nominated account is identical to the account signing instructions held by the financial institution where the account is held.
- Ensure sufficient clear funds are available in your account on the due date.
- If there are insufficient funds in your account to meet the direct debit payment:
 - your financial institution may charge you a fee and/or interest
 - you may also incur fees or charges imposed or incurred by us
 - 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
- Check your account statement to verify that the amounts debited from your account are correct.
- Advise Emergency Services Health if the nominated account is transferred or closed.
- Ensure that suitable arrangements are made if the Direct Debit is cancelled by yourself; by your nominated financial institution; by us due to three returned unpaid debits; or for any other reason.
- If Emergency Services Health is liable to pay goods and services tax ("GST") on a supply made by Emergency Services Health in connection with this agreement, then you agree to pay Emergency Services Health on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

If you wish to notify us in writing about anything relating to this agreement, you should:

- Write to: Customer Service Officer, Emergency Services Health; PO Box 6012 Halifax Street SA 5000
- Email to: enquiries@eshealth.com.au