



The Royal Prince Alfred Yacht Club
DIRECT DEBIT REQUEST

I/We request The Royal Prince Alfred Yacht Club Ltd, User ID No. 086129, to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below:

Member No	Surname	Given Name
Address:		
		Post Code:

Signature(s):

Note: If debiting from a joint account, both signatures are required.

Date: ___ / ___ / _____

Account Name:

BSB Number:

___ / ___

Account Number:

Or Via Credit Card

Type of Card (please circle)

Visa

Mastercard

Card Holder Name:

Card Number: ___ / ___ / ___ / ___

Expiry Date: ___ / ___

Note: Settlement of your account using a credit card will attract a 2% surcharge

DIRECT DEBIT SERVICE AGREEMENT

OUR COMMITMENT TO YOU

This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between The Royal Prince Alfred Yacht Club (User ID No. 086129) and yourself. It sets out our commitment to you, your rights and responsibilities, together with where you should go for assistance.

INITIAL TERMS OF THE ARRANGEMENT

In terms of the DDR arrangement made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for Club Fees and Charges.

DRAWING ARRANGEMENT

Drawing under this DDR arrangement will occur on the 20th day of each month. If any drawing falls due on a non-business day, it will be debited to your account on the next business day.

Changes to the initial terms of the DDR arrangement will be given in writing, 14 days prior. This notice will state the changes to the initial terms. If you wish to discuss any changes to the initial terms please contact us on 9998 3723.

YOUR RIGHTS AND RESPONSIBILITIES

Changes to the Arrangement

If you need to make changes to the drawing arrangements, please contact us on 9998 3723. All changes must be confirmed in writing within 24 hours of the initial contact.

Changes may include:

- Deferring the drawing
- Altering the schedule
- Stopping an individual debit
- Suspending the DDR
- Cancelling the DDR completely
- Changes to your credit card number
- Expiry date changes on renewal of your credit card

Enquiries

Direct all enquires to us, rather than to your financial institution at least 14 working days prior to the next scheduled drawing date. All communication addressed to us should include your member number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing from your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the Accountant on 9998 3723 during business hours Monday to Friday.

If you do not receive a satisfactory response from us in regard to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- within 7 business days (for claims lodged within 12 months of the disputed drawing) or
- within 30 business days (for claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: *Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

Your Commitment To Us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this);
- on the drawing date there are sufficient cleared funds in your nominated account; and
- you advise us if the nominated account is transferred, closed or other details have changed.

If your drawing is returned or dishonoured by your financial institution we will notify you by phone, email or mail and request immediate payment of your account. Any transaction fees payable by us in respect of the above will be added to your account. The current fee is \$22.00 inclusive of GST.