



AUSTRALIAN OUTRIGGER CANOE RACING ASSOCIATION LIMITED

ABN 20 584 327 165

ACN 082 921 784

Secretary: Cindy Rich

PO BOX 156

Underwood , QLD, 4119

www.aocra.com.au

Mobile: 0423 872 774

Email: secretary@aocra.com.au

Direct Debit – Customer Service Agreement

Our commitment to you

Drawing arrangements: Drawings will only be made upon your online order, or for the Annual Club Affiliation Fee.

We will advise you, in writing, the details of the Annual Club Affiliation Fee drawing arrangements (amount/frequency/commencement date) at least 7 calendar days prior to the first drawing.

AOCRA will issue a tax invoice in writing upon payment.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will not change the amount or frequency of drawing arrangements without your prior approval.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We reserve the right to cancel the AOCRA Direct Debit service drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution & to arrange with you an alternative payment method.

We will keep all information pertaining to your nominated account at your Financial Institution, private & confidential.

Your rights:

You may terminate the AOCRA Direct Debit Service drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 10 business days prior to the due date.

You may stop payment of a drawing under the AOCRA Direct Debit Service by giving written notice to us. Such notice should be received by us at least 10 days prior to the due date.

You may request change to the drawing amount and/or frequency of AOCRA Direct Debit Service drawings by contacting us and advising your requirements no less than 10 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly (outside AOCRA arrangements) you should take the matter up directly with us.

Your commitment to us

Your responsibilities: It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date. It is your responsibility to ensure that the authorisation given to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where the account is based.

It is your responsibility to advise us if the account nominated by you to receive the AOCRA Direct Debit Service drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternative payment method if the AOCRA Direct Debit Service drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.



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DIRECT DEBIT REQUEST

I/we request that moneys due in terms of the Direct Debit arrangements covered by this document be drawn by the Australian Outrigger Canoe Racing Association Ltd. (AOCRA) (User ID XXXXXX) under this Direct Debiting system from my/our account conducted with

Account details are:

FI Name:

FI Branch Name

BSB.....

Account No.....

Account Name.....

I/we acknowledge that this Direct Debiting arrangement is governed by the terms of the Direct Debits Service Agreement received from you.

Signature:..... Date.....

Name:

Signature:..... Date.....

Name: