

## **Centricom Pty Ltd - Client Service Agreement**

### **Our commitment to you,**

#### **Drawing arrangements:**

We will advise you, by email, the details of the drawing arrangements to be drawn in accordance with the Agreement at least 14 calendar days prior to the first and subsequent drawings.

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

Where a drawing is unpaid by you, we will attempt to redraw the fees the following month after providing at least 14 calendar days notice of the amount.

We will not change any details of the drawing arrangements without giving you at least fourteen days (14) notice by email.

We will keep your records including amount drawn confidential. We will however share your BSB and bank account details with end users of the POLi service in order to enable them to make payment to the account.

We reserve the right to cancel **FGC** drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method

You may request change to the drawing amount and/or frequency of **FGC** drawings by contacting us and advise your requirements no less that 5 business days prior to the due date

#### **Risk:**

You acknowledge that providing any confidential information via the internet is potentially not secure and as such this information could potentially be compromised.

#### **Your rights:**

You may terminate the Centricom Pty Ltd drawing arrangements at any time by giving written notice directly to us, or through your nominated Financial Institution.

You may stop payment of a drawing under the Centricom Pty Ltd Drawing Arrangement by giving written notice to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 5 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly [outside of the Centricom Pty Ltd Drawing Arrangements you may take the matter directly with us, or lodge a Direct Debit Claim through our nominated Financial Institution.

### **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 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 keep safe and maintain the confidentiality of any security devices used in the initiation of Direct Debits, including without limitation passwords and user ID's.

It is your responsibility to advise us if the account nominated by you to receive the Centricom Pty Ltd drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternative payment method if you wish to cancel the Centricom Pty Ltd Drawing Arrangement.

Yours sincerely,

Centricom Pty Ltd