

Direct Debit Request Service Agreement



This is your Direct Debit Service Agreement with Mater Foundation Limited ABN 96 723 184 640. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you.

Us, we or **Merchant** means **Mater Foundation**, (the Debit User) you have authorised by requesting a Direct Debit Request.

you means the customer who has signed or authorised by other means the Direct Debit Request.

your financial institution means the financial institution nominated by you on the DDR at which the account is maintained

1. Debiting your account

- 1.1 By agreeing to the Direct Debit Request, you authorise Stripe to arrange for funds to be debited from your nominated financial institution account (the "nominated account"). Stripe is acting as an agent for the Merchant and Stripe does not provide any goods or services to you.
- 1.2 Where the due date is not a business day Stripe will draw from your nominated financial institution account on the next business day.

2. Confidentiality

- 2.1 Stripe will keep information relating to your nominated account confidential in accordance with Stripe's privacy policy, except where required for the purposes of conducting direct debits with your financial institution. Your personal information will be managed in accordance with Mater Foundation's Privacy Policy. If you do not want to provide your personal information to Stripe in connection with the Direct Debit Request, Stripe will not be able to debit your nominated account.

3. Your responsibility

It is your responsibility to:

- 3.1 Ensure your nominated account can accept direct debits;
- 3.2 Ensure that there are sufficient clear funds available in the nominated account to meet each drawing on the due date;
- 3.3 Advise immediately if the nominated account is transferred or closed or your account details change;
- 3.4 Arrange a suitable payment method if Stripe or the Merchant to Mater Foundation cancels the drawing arrangements;
- 3.5 Ensure that all authorised signatories nominated on the financial institution account to be debited authorise the Direct Debit Request.

4. Amendments by us

- 4.1 Stripe or the Merchant to Mater Foundation will give you at least 14 days' notice in writing of any changes to the terms of the drawing arrangements.

5. Amendments by you

- 5.1 Subject to the terms and conditions of your nominated financial institution account and your agreement with the Merchant, you may alter the drawing arrangements. Such advice should be received by the Merchant at least 7 business days prior to the drawing date for any of the following:
 - 5.1.1 Changing your nominated account number
 - 5.1.2 Deferring a drawing
 - 5.1.3 Altering a DDR schedule
 - 5.1.4 Cancelling the drawings completely

If you require further information, please contact the Merchant. Alternatively, you can also contact your financial institution.

6. Dispute

- 6.1 If you believe that there has been an error in debiting your account, you should notify the Merchant as soon as possible. The Merchant will notify you in writing of its determination and the amount of any adjustment that will be made to your nominated account (if any). Stripe will arrange for your financial institution to adjust your nominated account by the applicable amount (if any). Alternatively, you can also contact your financial institution.

7. Accounts

- 7.1 Stripe reserves the right to cancel the drawing arrangements if three consecutive drawings are dishonoured by your financial institution, and for the Merchant to arrange with you an alternative payment method. Please refer to the terms and conditions of your nominated financial institution account to see whether dishonour fees apply. The Merchant may charge additional dishonour fees in accordance with your agreement with the Merchant.
- 7.2 The details of your drawing arrangements are contained in the above Direct Debit Request.

8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Mater Foundation, Locked Bag 111, FORTITUDE VALLEY QLD 4006.