

Direct Debit Request Service Agreement

This is your Direct Debit Request Service Agreement with Citigroup Pty Limited ABN 88 004 325 080 (User ID 008582) or "Citi" acting on behalf of National Australia Bank Limited or "NAB" (ABN 12 004 044 937). Citi is acting on behalf of NAB to arrange debits under this agreement. This agreement explains what your obligations are under this Direct Debit arrangement. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for your 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.

business 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.

our, us or we means Citigroup Pty Limited ABN 88 004 325 080 (User ID 008582) acting on behalf of National Australia Bank Limited (ABN 12 004 044 937).

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.

Capitalised terms not defined in this Direct Debit Request Service Agreement have the meanings given to them by the relevant product terms and conditions.

1. Debiting your account

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us 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 the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account,

- as authorised in the Direct Debit Request; or
- if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 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 following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments made by us

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least 14 days written notice.

3. Amendments by you

3.1 You may suspend, cancel, change, stop or defer a debit payment, or terminate this agreement by providing us with at least seven days notification by writing to:

Coles Financial Services
GPO Box 40, Sydney NSW 2001

or

arranging it through your own financial institution, which is required to act promptly on your instructions.

4. Your obligations

4.1 It's your responsibility to ensure that:

- there are sufficient clear funds available in your account on the Payment Due Date to allow a debit payment to be made in accordance with the Direct Debit Request;
- you notify us if the nominated account is transferred or closed;
- you pay our Payment Due by an alternative method if the direct debit arrangements are cancelled either by you or us;
- your payments are up-to-date, whether a notice is received from us or not;
- the authorisation given to debit the nominated account is identical to the account signing instruction held by the financial institution where the account is held.

4.2 If there are insufficient clear funds in your account to meet a debit payment;

- you may be charged a fee and/or interest by your financial institution;

b) you may also incur reasonable fees or charges imposed or incurred by us; **and**

c) 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 so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

4.4 Should your direct debit request be dishonoured you must make a manual payment of the amount required.

4.5 We may deduct the previous period's payment together with the current amount due if the previous deduction was dishonoured due to insufficient funds at the time of drawing and you have not made a manual payment.

5. Other important information you should know

5.1 All enquiries and requests for payment changes should be directed to us. All disputes or cancellations should be directed to us or your financial institution.

5.2 We will initiate debits to your nominated financial institution account in accordance with the instructions on the DDR request form, which will be held by us.

5.3 Deductions made under the authority of this direct debit request will appear as payments on your Account Statement.

5.4 Except where a payment is dishonoured, or where we cease using the direct debit request to debit your account which we may do where two or more payments have been dishonoured, your nominated account will automatically be debited the amount you specify on the Minimum Payment Due Date on your Statement.

6. Disputes

6.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 306 397 and confirm that notice in writing with us as soon as possible so that we can resolve your query promptly. Alternatively you can take it up directly with your financial institution.

6.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging, within a reasonable period, for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

6.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

7. Accounts

7.1 You should check:

- with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- your account details which you have provided to us are correct by checking them against a recent account statement; and
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

8. Confidentiality

8.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

8.2 We will 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 claim).

9. Notice

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

Coles Financial Services
GPO Box 40, Sydney NSW 2001

9.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

9.3 Any notice will be deemed to have been received on the third business day after posting.