

## Our Commitment to You

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Zettagrid Pty. Ltd. and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

## Authorisation

By agreeing to the Direct Debit Request, by the method presented, you authorise us to arrange for funds to be debited from your account in accordance with the Agreement

## Initial Terms of The Arrangement

In terms of the Direct Debit Request arrangements made between us and signed or authorised by you, we undertake to periodically debit your nominated account for the agreed amount for your services.

## Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur upon establishing your account with Zettagrid.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice by email when we make changes to the initial terms of the arrangements. This notice will state any new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, you may telephone Zettagrid or email us at [accounts@zettagrid.com](mailto:accounts@zettagrid.com).

## Your Rights

If you want to make changes to the drawing arrangements, contact us by phone or email. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Some changes may be made by visiting your Zettagrid account portal at [account.zettagrid.com](http://account.zettagrid.com).

Requests to stop or cancel the DDR may also be directed to your financial institution.

## Enquiries

Direct all enquiries to us rather than your financial institution in the first instance, and these should be made at least 5 working days prior to the next scheduled drawing date.

We can tell you when we will submit a Direct Debit Request, but if you wish to know when the debit will be processed to your account, please contact your financial institution.

All communications addressed to us should include your full name and email address. All personal customer information held by us will be kept confidential except that information provided to our financial institutions to initiate the drawing to your nominated account.

If you wish to contact us in writing relating to the DDR please write to:

Zetagrid Accounts Team,  
Level 1, 140 William Street  
Perth, WA 6000  
Australia

## Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by phoning or emailing [accounts@zetagrid.com](mailto:accounts@zetagrid.com)
- If you do not receive a satisfactory response from us 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 can not 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.*

## Privacy

Your customer records and account details will be handled in accordance with our privacy policy ([www.zetagrid.com/privacy-policy](http://www.zetagrid.com/privacy-policy)). Note that financial institutions may require such information to be provided in the event of a claim or relating to a dispute.

## Communications

We may send notices either electronically to your email address or by ordinary post to the address you have provided.

If sent by mail, communications are taken to be received on the day they would be received in the ordinary course of post

## Your commitment to Zettagrid.

It is your responsibility to ensure that:

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

Note:

- Direct Debit, through Bulk Electronic Clearing System (BECS), is not available on all accounts
- You are advised to check account details against a recent statement from your financial institution
- If you are uncertain, check with your financial institution before completing the DDR.

If your drawing is returned or dishonoured by your financial institution, we reserve the right to suspend your account until payment is received. Any transaction fees payable by us in respect to the above will be added to your account.