



Direct Debit Customer Service Agreement

Our commitment to you. Drawing arrangements:

- 1) Direct Debiting is not available on the full range of bank accounts, if in doubt please refer to your Financial Institution.
- 2) We will advise you, in writing, the details of the Reliance Petroleum Direct Debit drawing at least 5 (five) calendar days prior to the first drawing, by way of our monthly statement, or receipt of our priced delivery docket, except & unless both parties agree by phone, fax or email to initiate the agreed first payment upon receipt of the completed Direct Debit Request.
- 3) Thereafter, the debits will occur daily, weekly, monthly or as agreed. Reliance Petroleum billing advice will be by way of monthly statement or priced delivery docket, & will vary according to the amount due. Where the date falls due on a non-business day, we will draw the amount on the next business day, unless in the case where the due date & next business day fall in different months – in which case we will draw the amount on the business day immediately before the due date. We will not change the amount or frequency of drawing arrangements without our notification to you of no less than 14 days.
- 4) We reserve the right to cancel the Reliance Petroleum Direct Debit drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method. We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.

Your rights:

- 1) You may terminate the Reliance Petroleum Direct Debit drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 3 (three) business days prior to the due date. You may stop payment of a drawing under the Reliance Petroleum Direct Debit by written notice to us. Such notice should be received by us at least 3 (three) business days prior to the due date. You may request changes to the drawing amount and/or frequency of the Reliance Petroleum Direct Debit drawing by contacting us and advising your requirements no less than 3 (three) business days prior to the due date. Please ensure any similar requests made directly to your Financial Institution are able to be conveyed to Reliance Petroleum no less than 3 (three) business days prior to the due date
- 2) Where you consider that a drawing has been initiated incorrectly (outside the Reliance Petroleum Direct Debit Arrangements) you should take the matter up directly with us or your Financial Institution.

Your commitment to us. Your responsibilities:

- 1) It is your responsibility to ensure that sufficient clear 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 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 Reliance Petroleum Direct Debit drawing is transferred or closed. It is your responsibility to arrange with us a suitable alternate payment method if the Reliance Petroleum Direct Debit drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.
- 2) If there are insufficient clear funds in your account to meet a direct debit payment or the direct debit request fails to meet the requirements of your financial institution:
 - a) you may be charged a fee and/or interest by your Financial Institution
 - b) you may also incur fees or charges imposed by Reliance Petroleum
 - c) you must arrange for the Direct 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 Reliance Petroleum can process the direct debit payment
- 3) Your Reliance Petroleum Direct Debit drawing arrangements are always subject to the Terms and Conditions of your Commercial Credit Application Agreement with Reliance Petroleum. Reliance Petroleum reserves the right to review credit facilities upon receipt of any requests for changes to or termination of direct debit arrangements.