

RACT Roadside Client Service Agreement

Our Commitment to You

1. After you submit a debit authority, the first payment will take place on the first due date, within two business days after the authority was accepted by us.
2. We will not change the amount or frequency of drawing arrangements without your prior approval.
3. We will keep all information pertaining to your nominated financial institution private and confidential.
4. You will receive a renewal notice at least 14 days prior to the renewal of your membership subscription/s. Unless we hear from you, the amount indicated on the renewal notice will be drawn from your account on the due date.
5. We reserve the right to cancel these drawing arrangements if two or more drawings are returned from your financial institution unpaid. We will contact you to discuss an alternative method of payment.

Your Rights

6. You may terminate this agreement at any time by giving us written notice. We should receive this notice at least five business days prior to the due date.
7. You may stop payment of a drawing by giving written notice to us. Such notice should be received by us at least five business days prior to the due date.
8. You may request a change to the drawing amount and/or frequency of the agreed drawings by contacting us and advising your requirements at least five business days prior to the due date for our consideration.
9. Where you believe that a drawing has been initiated incorrectly, you should take this matter up directly with us.

Your Responsibilities

10. You need to ensure sufficient funds are available in the nominated account to meet a drawing on its due date. If sufficient funds are not available or the nominated account has been closed, you will incur an additional charge of \$20 for the failed drawing.
11. Please advise us if the account nominated by you is transferred or closed.
12. You have purchased a 12 month subscription and the amount of your direct debit is based on the subscription being paid for the full 12 months. You will need to arrange with us a



suitable alternative payment method for the remainder of your subscription if you cancel your Roadside cover or if these direct debit drawing arrangements are cancelled or altered either by you or the nominated financial institution.

13. We reserve the right to withhold providing Roadside service to any party associated with this arrangement should any drawings fail during the 12 month subscription period until all outstanding payments are made.
14. If two or more payments have been returned unpaid your Roadside cover will be cancelled and we will write to you advising of any payments relating to your 12 month subscription owing by you, including any steps that may be carried out to recover those funds in the event of non-payment.

