



Metcash Trading Limited  
ABN: 61 000 031 569  
1 Thomas Holt Drive  
Macquarie Park NSW 2113

## Direct Debit Request Service Agreement

### Our Commitment to you, Drawing Arrangements:

At least 14 days prior to the first drawing, Metcash Trading Limited ("Metcash") will advise you, via statement, of the details of Metcash Direct Debit drawing arrangements, being the amount and the due date for payment in accordance with your trading terms with Metcash.

Where the due date falls on a non-business day, Metcash will draw the amount on the next business day. Metcash will not change the amount or frequency of drawings without your prior approval.

Metcash can vary the terms of this agreement on 14 days' notice. Metcash reserves the right to cancel the Metcash Direct Debit drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution. All bank fees incurred for those returns will be recharged to your account. If cancelled, you will need to make all future payments via BSB EFT electronic transfer.

Metcash will use its reasonable efforts to keep all information pertaining to your account at the financial institution private and confidential.

### Your Rights

You may terminate the Metcash Direct Debit drawing arrangements at any time by giving written notice directly to us, or through your Financial Institution. Notice sent to us should be received by us at least 7 business days prior to the next due date.

You may stop the payment of a drawing under the Metcash Direct Debit by giving written notice directly to us, or through your Financial Institution. Notice sent to us, should be received by us at least 7 business days prior to the next due date.

You may request change to the drawing amount and/or frequency of the Metcash Direct Debit drawings by contacting us and advising your requirements no less than 2 business days prior to the next due date.

Where you consider that a drawing has been initiated incorrectly (outside the Metcash Direct Debit arrangements) you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution.

### Your Commitment to us, Your Responsibilities:

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date and you are advised to check account details against your bank statements.

It is your responsibility to ensure that the nominated account is of a type which allows direct debit payments and to pay any fees or charges applied by your Financial Institution.

It is your responsibility to ensure that the authorisation given to draw on the account is identical to the account signed 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 Metcash Direct Debit drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternative payment method if you wish to cancel the Metcash Direct Debit drawing.

Metcash complies with the Privacy Act 1988 and the Australian Privacy Principles. Metcash collects, uses and discloses personal information as set out in its Privacy Policy available at [www.metcash.com](http://www.metcash.com). By providing personal information you consent to the collection, use and disclosure of personal information as set out in the Metcash Privacy Policy.



### Direct Debit Request to pay Metcash Trading Limited - ABN: 61 000 031 569

<b>Effective Start Date for First Direct Debit</b>	<b>Day</b>	<b>Month</b>	<b>Year</b>
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<b>Business Details</b>								
Business Name								
ABN (Australian Business Number)								
SAP Customer Number (8 Digits)								
Additional SAP Customer Numbers (if applicable)								
Additional SAP Customer Numbers (if applicable)								

<b>Details of Bank Account to Debit</b>	
Bank Name	
Branch Suburb	
Name of Account	
BSB Number	
Account Number	

**By signing this, the customer understands and agrees to the terms and conditions set out in the Direct Debit Request Service Agreement and requests and authorises Metcash Trading Limited (User ID 219214) to arrange for any amount due on the above customer account to be debited from the bank account nominated on this form.**

<b>Number</b>	<b>Print Name</b>	<b>Authorising Signature</b>	<b>Date</b>
<b>Signature 1</b>			
<b>Signature 2</b>			