



CLIENT SERVICE AGREEMENT

Castle Hill RSL Club Limited (Trading as Parramatta RSL Club)

OUR COMMITMENT TO YOU

Drawing arrangements:

We will advise you, in writing, the details of your once monthly Direct Debit Request at least seven (7) business days prior to the first drawing.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will not change any details of drawing arrangements without giving you at least fourteen (14) days written notice.

We reserve the right to cancel this Direct Debit Request if two (2) 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.

We will provide refund for public holidays that fall during the working week.

Your rights:

In accordance with your Member Parking Licence, you may terminate this Direct Debit Request by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least one month prior to the due date.

You may stop payment of a drawing under the Direct Debit Request by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least ten (10) business days prior to the due date.

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

You may provide one (1) month written notice if you wish to terminate the agreement.

You may request change to the drawing amount and/or frequency of this Direct Debit Request by contacting us and advising your requirements no less than 30 business days prior to the due date.

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.

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

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