



Customer Direct Debit Request (DDR)

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Pine Rivers Golf Club Inc (36 964 264 552) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

How to Contact Us

Enquiries

Direct all enquiries to us, rather than to your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:

Phone: 07 3285 3130

Email: admin@pineriversgolfclub.com.au

Mail: 245 Narangba Road
Kurwongba h, QLD 4503

All communication addressed to us should include your Member Number.

Our commitment to you

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for a minimum term of 12 months.

Drawing arrangements

The first drawing under this Direct Debit arrangement will occur on the date nominated on the Direct Debit Request (currently 1st of the month)

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 in writing, by email or by phone if changes to the initial terms of the arrangement are made. This notice will state the 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, please contact us.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements please contact us.

Confidentiality

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

if you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly by contacting us.

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 5 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.

Your commitment to us

By signing this document, you agree, that you are entering into an agreement, paying an annual Membership over a twelve (12) month period. Your minimum commitment therefore is for twelve (12) months. Your contract shall be automatically renewed for the same period as the initial term. Payments will continue indefinitely after the minimum term unless you contact us in writing and request payments to stop prior to the end of each annual term.

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 are sufficient cleared funds in the nominated account; and

that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we may re-draw on your account after four (4) business days, or contact you to arrange alternate payment. Any transaction fees payable by us in respect of the above may be added to your account.

Signature : _____

Date: _____