

Direct Debit Request Service Agreement

This is your Direct Debit Request Service Request Agreement with TPG Telecom Limited (ABN 76096304620) trading as Felix Mobile for Mobile Services (**Agreement**). It sets out your obligations in undertaking a direct debit arrangement with us. The Agreement forms part of the terms and conditions of your direct debit request.

Definitions

- *business day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- *card* means a debit or credit card held with an Australian Bank, Building Society or Credit Union (“your financial institution”) from which we are authorised to arrange for funds to be debited.
- *debit day* means the day that payment by you to Felix Mobile is due.
- *direct debit request* means the written, verbal or online request between you and Vodafone to debit funds from your nominated card.
- *Mobile Services* are defined in the Felix Standard Form of Agreement available at felixmobile.com.au.
- *payment* means a particular transaction where a debit is made.
- *we, us and our* means TPG Telecom Limited (ABN 76096304620) trading as Felix Mobile

1. Debiting your Card

1.1 We accept the following cards:

- Scheme Debit Cards: Debit cards bearing the Visa or MasterCard logo; and
- Credit Cards: Visa and MasterCard.

1.2 You hereby authorise us to arrange for funds to be debited from your card.

1.3 We will continue to rely on your authority to directly debit the full amount of each charge from your nominated card on the payment due date until you advise us of any changes to the arrangements. We reserve the right to cancel the direct debit request if one or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternate payment method.

2. Changes by us

2.1 We may vary any details of this Agreement or a direct debit request at any time by giving you at least fourteen (14) days’ notice.

3. Changes by you

3.1 Subject to 3.2, you may change or cancel the arrangements under a direct debit request by contacting us at least 2 business days before your payment due date by logging into the felix App.

You can also contact your financial institution at least 5 business days before your payment due date if you wish to stop a direct debit payment.

3.2 If you cancel your direct debit request through your financial institution without notifying us or providing us with an alternative means of payment, additional charges may apply. Refer to Part 7 of Section 2 of Felix's Standard Form of Agreement for further details of these charges.

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available on your card to allow a debit payment to be made.

4.2 If there are insufficient clear funds on your card: (a) you may be charged a fee and/or interest by your financial institution; (b) you may also incur fees or charges imposed or incurred by us; and (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be on your card by an agreed time so that we can process the payment.

4.3 You are responsible for checking that all charges are correct before the associated direct debit transaction occurs. You should also check your card statement to verify that the amounts debited from your card are correct.

5. Dispute

5.1 If you believe that there has been an error in debiting your card you should notify Customer Care via LiveChat on the felix App.

5.2 Any queries you may have about an error made in debiting your card should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still lodge a direct debit claim through your financial institution.

6. Cards

You should check:

- (a)** with your financial institution whether direct debiting is available from your card; and
- (b)** your card details which you have provided to us are correct.

7. Confidentiality

7.1 We will make reasonable efforts to keep any such information that we have about you confidential and secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- (a)** to the extent specifically required by law; or
- (b)** for the purposes of this Agreement (including disclosing information in connection with any query or claim).

7.3 For more detailed information about how we collect, use and disclose your personal information refer to our Privacy Statement at felixmobile.com.au/terms-policies/privacy-policy

8. Notice

8.1 If you wish to notify us about anything relating to this Agreement you should contact Customer Care through Live Chat on your felix app

8.2 We will notify you by sending a bill advice to the address/email address you have given us.

8.3 Any notice will be deemed to have been received two business days after it is posted/sent.