

Direct Debit Request Service Agreement



1. This agreement sets out the terms and conditions on which you have authorised us, ConnectEast Pty Ltd, to automatically deduct amounts that become payable to your Breeze account from your nominated bank account. Your Direct Debit Request (DDR) authorises us to arrange for the payment of amounts due to us, and at the times required, for the tolls, fees and charges you have incurred in use of your Breeze account.
2. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure whether direct debit is available on your account, you should check with your bank or financial institution before completing the DDR. You should also check your account details against a recent statement from your bank or financial institution.
3. We can amend this Direct Debit Service Request Agreement at any time after giving you a minimum of 14 days' notice.
4. You may cancel, vary, defer or suspend the DDR, or stop an individual debit from taking place under this agreement by contacting us on (03) 9955 1400. You may also cancel or stop a direct debit by contacting your bank or financial institution directly. You will need to allow a minimum of 14 days' notice.
5. If a payment due date falls on a weekend or a Victorian or national public holiday, the debit will be processed on the next business day. If you are unsure when a debit will be processed you should ask your bank or financial institution.
6. You must ensure that you have sufficient clear funds available in your nominated bank account on the due date to permit the payment under the DDR. If funds are not available you will need to arrange an alternative payment method and will need to contact us. If we attempt to debit your account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee.
7. If we incur any bank fees or other charges as a result of a dishonoured direct debit, these amounts may be passed on to you as a charge on your Breeze account.
8. If you believe a debit has been made incorrectly you should contact us on (03) 9955 1400. We will then attempt to resolve the issue immediately, or agree on a time to respond to you. If you are not happy with our response we will advise you of further options. You may also cancel or stop a direct debit by contacting your bank or financial institution directly.
9. We will keep information about your bank or financial institution account confidential, except to the extent necessary to resolve any claim you may make relating to a debit that you claim has been made incorrectly, or as otherwise required by law.
10. You agree to us collecting, using and disclosing your personal information as necessary for this agreement. This includes disclosing your information to credit reporting agencies. Our Privacy Policy sets out how we collect, use and disclose your personal information. It also explains how you can access the Personal Information we hold about you and how you can seek to have it corrected. Our Privacy Policy is available online at EastLink.com.au, at the EastLink customer centre, or by calling (03) 9955 1400.

Internet

EastLink.com.au

Phone

(03) 9955 1400

Customer centre

Corner of Hillcrest Avenue and Maroondah Highway,
Ringwood, Vic 3134 (Melway 49 E9)

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