



Pay Plan - Client Service Agreement

Our commitment to you,

Drawing arrangements:

We will advise you, in writing, the details of the **KIDNEY HEALTH AUSTRALIA** Pay Plan – Client Service Agreement drawing arrangements [**amount; frequency; commencement date**] at least **14** calendar 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 the amount or frequency of drawings arrangements without your prior approval

We reserve the right to cancel the **KIDNEY HEALTH AUSTRALIA** Pay Plan – Client Service Agreement drawing arrangements if three 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

Your rights:

You may terminate the **KIDNEY HEALTH AUSTRALIA** Pay Plan – Client Service Agreement drawing arrangements at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least **14** business days prior to the due date.

You may stop payment of a drawing under the **KIDNEY HEALTH AUSTRALIA** Pay Plan – Client Service Agreement by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least **14** business days prior to the due date.

You may request change to the drawing amount and/or frequency of **KIDNEY HEALTH AUSTRALIA** Pay Plan – Client Service Agreement drawings by contacting us and advising your requirements no less than **14** business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly [outside the **KIDNEY HEALTH AUSTRALIA** Pay Plan – Client Service Agreement 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.

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 **KIDNEY HEALTH AUSTRALIA** Pay Plan – Client Service Agreement drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternate payment method if the **KIDNEY HEALTH AUSTRALIA** Pay Plan -- Client Service Agreement drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.

The Australian Kidney Foundation t/as Kidney Health Australia

ABN 37 008 464 426