



DIRECT DEBIT REQUEST SERVICE AGREEMENT

Version 1.1 2026.03.13

Last updated: 3 March 2026

This Electronic Direct Debit Request (eDDR)/DDR Service Agreement forms part of the terms of the Electronic Direct Debit Request (eDDR) and should be read in conjunction with your DDR Form/Payment Plan.

I/We acknowledge and agree that:

- It is my/our responsibility to ensure that there are sufficient cleared funds in the nominated bank account, or sufficient available credit on the nominated credit card, by the due date to enable the Direct Debit or card payment to be honoured on the debit/payment date until the amount has been debited from the account
- MuliPay is acting as a Direct Debit Agent for the Company set out above on the eDDR/DDR Form
- MuliPay does not provide any goods or services to you and has no express or implied liability for the goods and services provided by the Company
- Set-up, variation, dishonour, SMS, transaction processing fees may apply
- Any disputed debit payments or issues with the goods or services provided by the Company will be direct to the Company
- If the Company does not provide a resolution for any disputed debit payments, I/we will contact my/our financial institution (and not MuliPay)
- Any request by me/us to vary, change or terminate this debit arrangement must be provided to the Company (and not MuliPay) on no less than 14 days' written notice.

I/We acknowledge and agree that the time period for the billing and the amounts to be billed will be as provided for in this Service Agreement and eDDR/DDR Form as well as the agreement I/we have in place with the Company, which are subject to amendments and variations of the agreement with the Company on the terms of that arrangement.

I/We authorise the Company to vary the amount of the payments from time to time as agreed in the terms of my/our agreement with the Company. I/We authorise MuliPay to process those payment upon instruction from the Company and do not require any further notice from MuliPay on such changes.

I/We acknowledge that the amounts to be billed may cover subsequent agreements and charges, such as excess water invoices, bond top-up and other invoices as deemed payable in accordance with your agreement with the Company. I/We acknowledge that if my/our DDR is dishonoured or returned unpaid by my/our financial institution for any reason (for example, there is not enough money in the nominated account):

- MuliPay will continue to attempt to re-process any unsuccessful payment as advised by the Company
- I/We will be responsible for any fees and charges for each unsuccessful debit in addition to any financial institution charges and collection fees, including but not limited to reasonable solicitor fees and collection agent fees appointed by MuliPay

I/We acknowledge that there may be a delay in processing a direct debit for payment requests made on public holidays, on a day that is not a banking business day, after 4 pm Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.

I/We acknowledge that I/we have reviewed the bank account and/or credit card details provided on the DDR Form or payment form against a recent bank statement or card statement to ensure the accuracy of the details I/we have provided. I/We take responsibility to check the bank account or card details with my/our financial institution or card issuer if I/we are uncertain.



ELECTRONIC DIRECT DEBIT REQUEST (EDDR) / DIRECT DEBIT REQUEST (DDR) FORM

I/We authorise:

- MuliPay (Direct Debit User ID 61672) to verify details of my/our account with my/our financial institution
- My/our financial institution to release information to MuliPay allowing MuliPay to verify my/our account details

Privacy Collection Statement

MuliPay collects your personal information to facilitate the Direct Debit payments and as required by law, including anti-money laundering and corruption laws. MuliPay may disclose your personal information to affiliates, financial institutions, third party service providers, government agencies and regulatory bodies, and professional and legal advisers. In order to address your request, MuliPay may transfer or disclose your personal information to MuliPay's affiliates and service providers, including to recipients outside Australia based in the Philippines and Indonesia.

If you do not provide personal information when requested, it will affect MuliPay's ability to arrange the Direct Debit payments you have requested.

Your personal information will be handled in accordance with the MuliPay privacy policy and any consents you have given. The MuliPay privacy policy details how you can access, correct or complain about the handling of your personal data, and how MuliPay will respond to your requests or complaints. The MuliPay privacy policy is available [here](#).