



Goodments Pty Ltd “Goodments” Direct Debit Request

Last update: November 2018

You are agreeing to the following Terms and Conditions as they relate to Direct Debit payments.

- This decision to pay via Direct Debit can be made by you, in the Goodments app, at the time of each transaction [individual or bulk].
- Each Direct Debit will be subject to the Direct Debit Request Terms and Conditions set at the time of the payment.
- Goodments may charge the cost of dishonored direct debits against your account.
- Please see the Goodments FSG for details of fees and charges.

Unaccepted and incorrect payment details, insufficient funds and dishonors

- It is your responsibility to ensure that there are sufficient cleared funds in your nominated account to honor the Direct Debit Request.
- Direct debiting through BECS (Bulk Electronic Clearing System) is not available on all accounts. Please check your account details against a regular statement, or check with the financial institution as to whether you can request a direct debit from your account.
- Direct debits will not be accepted from savings accounts. If you provide savings account details which results in the direct debit being dishonored, you may be charged a dishonor fee.
- If at any time you feel that a direct debit against your nominated account is inappropriate or wrong, please contact Goodments as soon as possible.
- If you believe there has been an error in debiting your account, you should notify Goodments directly as soon as possible so that we can resolve your query. We will respond to your query by providing you with reasons and evidence of findings. If we conclude that your account has been incorrectly debited we adjust your account accordingly.
- Goodments cannot be held accountable for the entering of inappropriate or incorrect details by you. Should the entering of inappropriate or incorrect details result in the direct debit being dishonored, you may be charged a dishonor fee.

Changes and modifications to payments and this agreement

- You can stop, cancel or modify regular Direct Debit Request at any time by giving Goodments 14 days’ notice in writing. Please state the day and month for the change to take effect for this request to be completed.



- Goodments has absolute discretion to terminate requests to future debits at any time. We'll notify you in writing should this occur.
- The Direct Debit Request may be automatically cancelled if three direct debit payments are dishonored because of insufficient funds within a 12-month period. Goodments will give you 14 days' notice in writing should this occur.
- Goodments can vary the timing of future debits with prior notice made in writing to you within 14 days of the change.
- Where the due date does not fall on a business day and you are uncertain whether sufficient cleared funds will be available to meet the direct debit, you should contact your bank directly and ensure that sufficient cleared funds are available.
- Goodments may need to pass on details of your direct debit request to their sponsor bank in BECS to assist with the checking of any incorrect or wrongful debits to my nominated account.

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