

# DIRECT DEBIT SERVICES AGREEMENT

## 1 INTRODUCTION

This Direct Debit Service Agreement ("Agreement") outlines the terms under which Ellis Air Connect Pty Ltd ("Ellis Air Connect", "we", "our" or "us") will process direct debit payments from your nominated account to pay for electricity services under your energy contract.

By agreeing to direct debit, you acknowledge and accept these terms.

## 2 AUTHORIZATION

This authority is given in accordance with the terms of the Bulk Electronic Clearing System (BECS) and your agreement with Ellis Air Connect.

- You authorise Ellis Air Connect to debit your nominated bank account or credit card for:
  - Standard electricity charges,
  - Late payment fees (if applicable),
  - Adjustments for undercharging or overcharging,
  - Any other agreed fees or charges.
- Direct debits will be processed on the due date stated on your bill.
- If the due date falls on a weekend or public holiday, the debit will occur on the next business day.

## 3 THIRD PARTY PAYMENT

Ellis Air Connect uses Merchant Warrior (SR Global Solutions Pty Ltd, Direct Debit User ID 397351) as a payment processing agent. Merchant Warrior will:

- Process payments on our behalf through the Bulk Electronic Clearing System (BECS).
- Maintain the confidentiality and security of your account information in accordance with the Privacy Act 1988 (Cth).

Ellis Air Connect remains responsible for all billing arrangements and customer service relating to your electricity account.

## 4 CUSTOMER RESPONSIBILITIES

- Ensure that sufficient funds are available in your nominated account on the scheduled debit date.
- Notify us at least 5 business days in advance if you wish to:
  - Change your nominated account details,
  - Suspend a scheduled payment,
  - Cancel this agreement.
- Check your bills regularly and contact us if you believe an incorrect amount has been debited.

## 5 FAILED PAYMENTS & FEES

- If a payment is declined due to insufficient funds or other reasons:
  - You may incur a dishonour fee from your financial institution.
  - You remain responsible for paying any overdue amounts.
  - We may attempt to process the payment again within 3 business days.
- If payments continue to fail, we may cancel your direct debit arrangement and require alternative payment methods.

## 6 CHANGES & CANCELLATIONS

- You may cancel this Agreement at any time by notifying us in writing at [support@ellisairconnect.com](mailto:support@ellisairconnect.com) or calling 1300 121 603.
- We may cancel this Agreement with 10 business days' notice if:
  - Your account has insufficient funds for multiple billing periods,
  - We identify fraudulent activity,
  - You fail to meet your contract obligations.
- Changes to this Agreement will be communicated to you with at least 10 business days' notice.

## 7 DISPUTED TRANSACTIONS

If you believe a payment was processed incorrectly;

- contact us at 1300 121 603 or [support@ellisairconnect.com](mailto:support@ellisairconnect.com).
- We will investigate and respond within 10 business days.
- If an error is found, we will process a refund or credit to your account promptly.

If you are unsatisfied with our response;

- Contact your financial institution under BECS rules
- Escalate to the Energy Ombudsman in your state.

## 8 PRIVACY & SECURITY

Your bank account and personal information are stored securely and handled in compliance with the Privacy Act 1988 (Cth).

- We will not share your financial details with third parties except as required by law.
- We will only share details with authorised third parties, such as Merchant Warrior, with your explicit consent or as required by law.
- Refer to our Privacy Policy

## 9 CONTACT DETAILS

For any direct debit inquiries, cancellations, or disputes, please contact us:

- **Email:** [support@ellisairconnect.com](mailto:support@ellisairconnect.com)
- **Phone:** 1300 121 603
- **Website:** [www.ellisairconnect.com](http://www.ellisairconnect.com)

## 10 ACCEPTANCE OF TERMS

By signing up for direct debit payments, you acknowledge that:

- You are authorised to operate the nominated account
- You have read, understood, and agreed to the terms of this Direct Debit Services Agreement.
- You agree to be bound by its terms.