



Eagle Martial Arts Student Form

Eagle Martial Arts/Victorian Hapkido Academy is affiliated with:



Korea Hapkido Federation



Martial Arts College of Australia



Maromba BJJ



Dynamite Muay Thai MMA

- New Student
 Renewing Student

Starting Date: ___/___/___
 Renewal Date: ___/___/___ (If Applicable)

Personal Details

(Parent to Complete for Students Under 18yrs, Parent and Student to Sign)

Title: Mr/Mrs/Ms/Miss

First Name: _____

Last Name: _____

Postal Address: _____

Suburb: Postcode: _____

Contact Number: _____

Email: _____

Do you consent to receive information from Victorian Hapkido Academy via SMS and Email? YES / NO

Emergency Contact Name: _____

Emergency Contact Phone: _____

Have you trained in a martial art before? YES / NO

Which Martial Art/s: _____ (If Applicable)

What rank/s did you achieve: _____ (If Applicable)

Membership Type: Child/Student Hapkido Adult Hapkido Family Hapkido¹

Category: Colour Belt Black Belt Instructor

Student Details:

Full Name	Male/Female	DOB	Current Rank

By signing this document, I have read, understand and hereby agree to the terms of membership defined on page 2 of this document & agree to the below selected plan & frequency:

- HIA Annual Membership¹ Fees
- Hapkido Tuition Plan¹: _____ (plan code) Fortnightly/Yearly

Signature: _____ Date: ___/___/___

Parent Signature: _____ Date: ___/___/___

(If under 18 Years Old)



Terms of Membership “Eagle Martial Arts”

EAGLE MARTIAL ARTS and VICTORIAN HAPKIDO ACADEMY refers to Sole Trader “Scott Gregory Walters T/as Victorian Hapkido Academy”

Terms & Conditions

Acknowledgment of Risks, Injury & Obligations

I acknowledge that the activity I am to undertake is a dangerous activity and that by participating in it I am exposed to certain risks.

I acknowledge and understand that whilst participating in such activity;

- I may be injured, physically or mentally, or may die;
- My personal property may be lost or damaged;
- Other persons participating in such activity may cause me injury or may damage my property
- I may cause injury to other persons or damage their property
- The conditions in which the activity is conducted may vary without warning
- I may be injured or die or suffer damage to my property as a result of the negligence or breach of contract EAGLE MARTIAL ARTS / VICTORIAN HAPKIDO ACADEMY
- There may be no or inadequate facilities for treatment or transport of me if I am injured
- I assume the risk of and responsibility for any injury, death or property damage resulting from my participation in the activity.

Release and Indemnity

I participate in the activity at my sole risk and responsibility.

I release, indemnify and hold harmless VICTORIAN HAPKIDO ACADEMY, its servants and agents, from and against all and any actions or claims which may be made by me or on my behalf or by other parties for or in respect of or arising out of any injury, loss, damage or death caused to me or my property

whether by negligence, breach of contract or in any way whatsoever.

Administration

Membership payments are not refundable or transferable. If provided, Photo ID must be carried and shown upon request.

EAGLE MARTIAL ARTS Dojang members are responsible for their access card. Shared Dojang access with a non-member, without prior consent, will result in forfeiture of membership effective immediately.

Each member must respect other Dojang and behave in an appropriate manner at all times.

EAGLE MARTIAL ARTS Instructors reserve the right to rescind the rights of members not complying with the terms and conditions of the membership.

No one under the age of sixteen years (16) will be permitted to enter the Dojang without Adult or Instructor, under any circumstances.

Memberships Plans

Membership plans have been arranged to be fair to all students training at the EAGLE MARTIAL ARTS. Students who choose not to take up the Automatic Direct Debit available will be required to pay “in-full” quarterly amounts (6.5 fortnights) by the 15th day of the quarter's preceding month. I.e. June 15 for Jul~Sep quarter. Quarters: Jan~Mar, Apr~Jun, Jul~Sep, Oct~Dec.

Automatic Direct Debit Memberships

Direct Debit is an automatic fortnightly from a debit or credit card by **PeopleHub Pty Ltd**. This is an ongoing membership and deductions will be maintained unless the member provides a request to cancel the direct debit. The minimum term of a Direct Debit Membership is 3 months. After the initial three (3) months, the member may cancel the direct debit by forwarding a request in writing to the EAGLE MARTIAL ARTS providing 30days notice to cancel the direct debits.

Holidays & Suspensions

A member may suspend their membership. A membership can be suspended for a minimum term of 2 weeks and

maximum term of 3 months. A member must specify a start and finish date. Early reactivation is permissible.

To suspend a membership, the member must provide written advice of their intended suspension a minimum of 2 weeks (14 days) prior to the commencement of their suspension. Cash paying customers will have suspended time amounts reduced from their next quarter's fees.

Re-Joining

A Re-joining student is an ex-student of the Victorian Hapkido Academy who either had planned to leave or who has had their membership suspended for more than 3 months and now wishes to return to training. Past students from other HIA clubs may also be classified as re-joining students.

Access Cards

All members must bring their access card, if supplied, on each visit to the Centre. All members must register their attendance by swiping their access card at reception prior to entering the facility.

Members can obtain a replacement card if an access card is lost or stolen. Replacement cards are available from reception at a cost determined by EAGLE MARTIAL ARTS. If an access card is faulty a replacement card will be issued at no cost to the member only upon return of the original faulty card

Late Payments & Other Fees

All fees are listed on the Membership Plans & Fee Schedule Sheet. With the exception of fees associated with direct debit charges. Any fees charged by your bank or fees charged to EAGLE MARTIAL ARTS for insufficient funds on date of scheduled withdrawal will be charged to your account & an invoice presented for your records.



Eagle Martial Arts Fee Structure

Tuition Plans & Class Times:

Automatic Direct Debit Plans (Direct Debit, Visa/MasterCard) (Cash Paid Quarterly)

Plan Code	Plan Details	Fortnightly	Yearly
DK1	1 * Child <14yrs /Student 2 per week	\$30	\$700
DK2	1 * Child <14yrs /Student 3+ per week	\$40	\$930
DA1	1 * Adult >14yrs 2 per week	\$40	\$930
DA2	1 * Adult >14yrs 3+ per week	\$50	\$1150
DFA	2-3 * Family Members (any age) 3+ per week	\$75	\$1750
DF4	4 * Family Members (any age) 3+ per week	\$85	\$1980
DF5	5 * Family Members (any age) 3+ per week	\$95	\$2220
DF6	6 * Family Members (any age) 3+ per week	\$100	\$2340

Private Lessons (*Strictly no-fee = no-admittance, prices per student, per hour)

Semi-Private Lesson (3+ Students) w/black belt (Below 4 Dan) (Cash Only)	\$30*
Private lesson (1 or 2 Students) w/black belt (Below 4 Dan) (Cash Only)	\$50*
Semi-Private lesson (3+ Students) w/master/instructor (Cash Only)	\$70*
Private lesson (1 or 2 Students) w/master/instructor (Cash Only)	\$100*

Start-Up/Rejoining Fee:

- All new students of the Victorian Hapkido Academy must pay a Start-Up Fee.
 - o **Start-Up Fee is \$120**
 - o The Start-up fee includes HIA Annual Membership for one year, Dobok (Uniform) with white belt and printed information including progression booklet.
- All re-joining students of the Victorian Hapkido Academy must pay a Re-Joining Fee.
 - o **Re-Joining Fee is \$100**

Grading Fees: (Grading Fees Paid on the Day or in Advance of the Grading)

Type	Kids	Adults
Colour Belt	\$65	\$75
1 st Dan (Black Belt)	\$350	\$400

Uniforms & Equipment:

Uniform	Cost
Black Belt Uniforms	\$200
Black Belt Uniforms w/Belt	\$220
Sparring Gear (Full Set)	\$290

Approximate Retail Value as of 07/07/2012= \$402.90 (www.smai.com.au)

Uniform & Equipment Prices Subject to Change
 All Prices Include GST



Annual Membership:

- All students of Eagle Martial Arts must pay an annual fee that goes toward affiliation fees and insurance.
- **Annual Membership \$85 p/person**
 - o **\$40 per additional family member**
- Members Joining:
 - o Between Jan-Mar => Renewal Due February of Each Year
 - o Between Apr-Jun => Renewal Due May of Each Year
 - o Between Jul-Sep => Renewal Due September of Each Year
 - o Between Oct-Dec => Renewal Due November of Each Year

www.eaglemartialarts.com.au – Eagle Martial Arts



****EXAMPLE** DIRECT DEBIT REQUEST/CREDIT CARD AUTHORITY **EXAMPLE****

BUSINESS	Eagle Martial Arts	ABN	11 838 071 343	PH	(04) 07 518 299	EMAIL	admin@eaglemartialarts.com.au
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SURNAME	<i>Doe</i>	GIVEN NAME	<i>John</i>	
MOBILE	<i>0000 000 000</i>	EMAIL	<i>john.doe@johndoe.com</i>	
ADDRESS	<i>10 John Street</i>	<i>Melbourne</i>	<i>Vic</i>	<i>3000</i>
	Street address	Suburb	State	Postcode

I/we request and authorise PeopleHub Pty Ltd **ABN 47 112 521 909 (Debit User ID 372248)** to debit payments from the nominated Account identified in Section 2 below through the Bulk Electronic Clearing System ("BECS") in accordance with this Direct Debit Request, the Terms and Conditions below and as set out in the Direct Debit Request Service Agreement.

Section 1 | Direct Debit Fees and Charges

Direct Debit Fee: \$0.00 **Credit Card Fee:** \$1.35+2.5% (Visa & MCard) or \$1.35+4.8% (Amex & Diners) **SMS Fee:** \$0.33

Section 2 | Debit from Bank or Cheque Account, Building Society or Credit Union

Financial Institution	<i>Bank of Doe</i>	Branch	<i>Melbourne</i>
BSB Number	<i>0 0 0 — 0 0 0</i>	Account Number	<i>0 0 0 0 0 0 0 0 0 0</i>
Account Name	<i>John Doe's Bank Account</i>		

- Direct Debit is not available on the full range of accounts – if in doubt please refer to your financial institution
- If this is a joint account both signatures are required

Section 3 | Credit Card Authority

VISA
 MasterCard
 AMEX
 Diners

Card Number

Expiry Date /
 Card Holder Name:

You request and authorise PeopleHub Pty Ltd **ABN 47 112 521 909** to debit funds from the credit card account identified in Section 3 above in accordance with this Credit Card Authority and the terms and conditions set out in the Direct Debit Request Service Agreement & Credit Card Authority Service Agreement. Please note that **PEOPLEHUB TOOWONG** will appear on your credit card statement.

Section 4 Payment Details | A payment as per form details

First Debit Date	(please ask)	<input checked="" type="checkbox"/> Until Further Notice	Frequency of Payments:
First Debit \$	<i>220</i> <small>(Joining fee + Fortnight)</small>	Minimum of 3 months, see Members Terms	<input checked="" type="checkbox"/> Fortnightly
Regular Debit \$	<i>40</i>	<i>DA1</i> Please Indicate Plan Selected	<input type="checkbox"/> Yearly
Regular Date	<input type="text"/>	=<Regular Date leave blank if Fortnightly (If yearly put in date joined)	

By signing this Direct Debit Request/Credit Card Authority, you acknowledge that you have read and understood the terms and conditions under which debit arrangements are made between you and PeopleHub. Furthermore, you agree to be bound by this Direct Debit Request/Credit Card Authority and the Direct Debit Request Service Agreement & Credit Card Authority Service Agreement.

Signature of the nominated Account / Credit Card Holder	Licence Number	Date
<i>John Doe</i>	<i>00000000</i>	<i>0 0 / 0 0 / 0 0</i>
Signature of the nominated Account / Credit Card Holder	Licence Number	Date
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>



DIRECT DEBIT REQUEST/CREDIT CARD AUTHORITY - LESSON FEES

BUSINESS **ABN** **PH** **EMAIL**

SURNAME **GIVEN NAME**
MOBILE **EMAIL**
ADDRESS

Street address Suburb State Postcode

I/we request and authorise PeopleHub Pty Ltd **ABN 47 112 521 909 (Debit User ID 372248)** to debit payments from the nominated Account identified in Section 2 below through the Bulk Electronic Clearing System ("BECS") in accordance with this Direct Debit Request, the Terms and Conditions below and as set out in the Direct Debit Request Service Agreement.

Section 1 | Direct Debit Fees and Charges

Direct Debit Fee: \$0.00 **Credit Card Fee:** \$1.35+2.5% (Visa & MCard) or \$1.35+4.8% (Amex & Diners) **SMS Fee:** \$0.33

Section 2 | Debit from Bank or Cheque Account, Building Society or Credit Union

Financial Institution **Branch**
BSB Number — **Account Number**
Account Name

- Direct Debit is not available on the full range of accounts – if in doubt please refer to your financial institution
- If this is a joint account both signatures are required

Section 3 | Credit Card Authority

VISA **MasterCard** **AMEX** **Diners**

Card Number

Expiry Date / **Card Holder Name:**

You request and authorise PeopleHub Pty Ltd **ABN 47 112 521 909** to debit funds from the credit card account identified in Section 3 above in accordance with this Credit Card Authority and the terms and conditions set out in the Direct Debit Request Service Agreement & Credit Card Authority Service Agreement. Please note that **PEOPLEHUB TOOWONG** will appear on your credit card statement.

Section 4 Payment Details | A payment as per form details

First Debit Date <input type="text"/>	<input type="checkbox"/> Until Further Notice	Frequency of Payments:
First Debit \$ <input type="text"/>	Minimum of 3 months, see Members Terms	
Regular Debit \$ <input type="text"/>	<input type="text"/> Please Indicate Plan Selected	<input type="checkbox"/> Fortnightly
Regular Date <input type="text"/>	-----	<input type="checkbox"/> Yearly

<= Regular Date leave blank if Fortnightly

By signing this Direct Debit Request/Credit Card Authority, you acknowledge that you have read and understood the terms and conditions under which debit arrangements are made between you and PeopleHub. Furthermore, you agree to be bound by this Direct Debit Request/Credit Card Authority and the Direct Debit Request Service Agreement & Credit Card Authority Service Agreement.

Signature of the nominated Account / Credit Card Holder	Licence Number	Date
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Signature of the nominated Account / Credit Card Holder	Licence Number	Date
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

Direct Debit Request Service Agreement / Credit Card Authority

This is your Direct Debit Request Service Agreement with PeopleHub **ABN 47 112 521 909 (Debit User ID 372248)**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your direct debit provider.

Please keep this Agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with the authorisations you provided to us in the Direct Debit Request.

A. Definitions:

Account means the account held at Your Financial Institution from which we are authorised to direct debit

Agent means third party debt collection agency appointed by **PeopleHub** to recover outstanding monies owing to **PeopleHub** or the Business

Agreement means this Direct Debit Request Service Agreement between you and us.

Business means "Scott Gregory Walters T/as Victorian Hapkido Academy"

ABN 11 838 071 343>.

Business Day means a day other than a Saturday or Sunday or a national public holiday.

PeopleHub means **PeopleHub** Pty Ltd **ABN 47 112 521 909**.

Debit Day means the day that you have authorised us to arrange for funds to be debited from your Account.

Debit Payment means a particular transaction where a debit is made.

Direct Debit refers to the process whereby you provide us with the Direct Debit Request which authorises us to arrange for funds to be debited from an account held with Your Financial Institution.

Direct Debit Request means the Direct Debit Request between you and us.

Us or we means **PeopleHub**, that you have authorised by requesting a Direct Debit Request .

You means the customer who signed or authorised by other means the Direct Debit Request.

Your financial institution is the financial institution nominated by you on the Direct Debit Request at which your Account is maintained.

B. Debiting your Account

By signing the Direct Debit Request or providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your Account. You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your Account as authorised in the Direct Debit Request. If the Debit Day falls on a day that is not a Business Day, we may direct Your Financial Institution to debit your Account on the following Business Day.

C. Business

By signing the Direct Debit Request you acknowledge that we are acting as a third party payment processor for the Business to arrange for the funds to be debited from your Account. Accordingly, you agree to pursue all claims you have in respect of the goods and services provided to you by the Business or the terms and conditions of any agreement entered into between you and the Business against the Business. As **PeopleHub** does not supply the goods or services that relate to the payments it processes for the Business, you agree not to pursue **PeopleHub** in respect of any claim you may have in respect of the quantity, the quality or the merchantability of those goods or services supplied by the Business.

D. Changes by you:

If you wish to **stop** or **defer** a Debit Payment or terminate this Agreement, you must notify us at least seven (7) Business Days before the next Debit Day. This notice should be given to the **Business** in the first instance.

Alternatively you may:

- Email **PeopleHub** on disputes@peoplehub.com or call us on 1300 909 339; or
- arrange it through Your Financial Institution, which is required to act promptly on your instructions.

E. Changes by Us:

We may vary any details of this agreement or the Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

F. Your obligations:

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct.

G. Disputes:

If you believe that there has been an error in debiting your Account, you should notify the **Business** in the first instance and confirm that notice in writing with the **Business** as soon as possible so that the **Business** can resolve your query more quickly. If the **Business** cannot resolve the matter or you are not satisfied with the **Business**' handling of the matter, you may contact us directly on 1300 909 339. Alternately you can take it up directly with Your Financial Institution.

If we conclude, as a result of our investigations, that your Account has been incorrectly debited we will respond to your query by arranging for Your Financial Institution to adjust your account (including interest and charges). We will also notify you in writing of the amount by which your Account has been adjusted. If we cannot resolve the matter or you are not satisfied with our proposed resolution, you can still refer it to Your Financial Institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

H. Accounts:

You should check:

- with Your Financial Institution whether direct debiting is available from your Account as direct debiting is not available on all accounts offered by financial institutions;
- your Account details which you have provided to us are correct by checking them against a recent account statement; and
- with Your Financial Institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

I. Confidentiality:

We will keep any information (including your Account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification reproduction or disclosure of that information.

We will only disclose information that we have about you:

- to the extent specifically required by law;
- to the Business; or
- for the purposes of this Agreement (including disclosing information in connection with any query or claim).

J. Notice:

If you wish to notify us in writing about anything relating to this Agreement you should write to **PeopleHub** at **PO Box 3941, South Brisbane Qld 4101** or alternatively, you can email support@peoplehub.com for further assistance with your Direct Debit Request.

We will notify you by sending a notice in the ordinary post or email to the address(es) you have given us in the Direct Debit Request. Any notice will be deemed to have been received two Business Days after it is posted or emailed.



DIRECT DEBIT REQUEST/CREDIT CARD AUTHORITY - ANNUAL ASSOCIATION FEE/S

BUSINESS **ABN** **PH** **EMAIL**

SURNAME **GIVEN NAME**
MOBILE **EMAIL**
ADDRESS
Street address Suburb State Postcode

I /we request and authorise PeopleHub Pty Ltd **ABN 47 112 521 909 (Debit User ID 372248)** to debit payments from the nominated Account identified in Section 2 below through the Bulk Electronic Clearing System ("BECS") in accordance with this Direct Debit Request, the Terms and Conditions below and as set out in the Direct Debit Request Service Agreement.

Section 1 | Direct Debit Fees and Charges

Direct Debit Fee: \$0.00 **Credit Card Fee:** \$1.35+2.5% (Visa & MCard) or \$1.35+4.8% (Amex & Diners) **SMS Fee:** \$0.33

Section 2 | Debit from Bank or Cheque Account, Building Society or Credit Union

Financial Institution **Branch**
BSB Number **Account Number**
Account Name

- Direct Debit is not available on the full range of accounts – if in doubt please refer to your financial institution
- If this is a joint account both signatures are required

Section 3 | Credit Card Authority

VISA **MasterCard** **AMEX** **Diners**

Card Number

Expiry Date / **Card Holder Name:**

You request and authorise PeopleHub Pty Ltd **ABN 47 112 521 909** to debit funds from the credit card account identified in Section 3 above in accordance with this Credit Card Authority and the terms and conditions set out in the Direct Debit Request Service Agreement & Credit Card Authority Service Agreement. Please note that **PEOPLEHUB TOOWONG** will appear on your credit card statement.

Section 4 Payment Details | A payment as per form details

First Debit Date <input type="text"/>	<= FEB15, MAY15, SEP15 or NOV15 Next Year, Based on Joining Date Quarter, Please See Page 4	Frequency of Payments:
First Debit \$ <input type="text"/>	<input type="checkbox"/> Until Further Notice	<input type="checkbox"/> Yearly
Regular Debit \$ <input type="text"/>	<= FEB15, MAY15, SEP15 or NOV15 Same as quarter used in First Debit Date	
Regular Date <input type="text"/>		

By signing this Direct Debit Request/Credit Card Authority, you acknowledge that you have read and understood the terms and conditions under which debit arrangements are made between you and PeopleHub. Furthermore, you agree to be bound by this Direct Debit Request/Credit Card Authority and the Direct Debit Request Service Agreement & Credit Card Authority Service Agreement.

Signature of the nominated Account / Credit Card Holder <input type="text"/>	Licence Number <input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>
Signature of the nominated Account / Credit Card Holder <input type="text"/>	Licence Number <input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>

Direct Debit Request Service Agreement / Credit Card Authority

This is your Direct Debit Request Service Agreement with PeopleHub **ABN 47 112 521 909 (Debit User ID 372248)**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your direct debit provider.

Please keep this Agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with the authorisations you provided to us in the Direct Debit Request.

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ABN 11 838 071 343>.

Business Day means a day other than a Saturday or Sunday or a national public holiday.

PeopleHub means **PeopleHub Pty Ltd ABN 47 112 521 909**.

Debit Day means the day that you have authorised us to arrange for funds to be debited from your Account.

Debit Payment means a particular transaction where a debit is made. **Direct Debit** refers to the process whereby you provide us with the Direct Debit Request which authorises us to arrange for funds to be debited from an account held with Your Financial Institution.

Direct Debit Request means the Direct Debit Request between you and us.

Us or we means **PeopleHub**, that you have authorised by requesting a Direct Debit Request .

You means the customer who signed or authorised by other means the Direct Debit Request.

Your financial institution is the financial institution nominated by you on the Direct Debit Request at which your Account is maintained.

B. Debiting your Account

By signing the Direct Debit Request or providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your Account. You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your Account as authorised in the Direct Debit Request. If the Debit Day falls on a day that is not a Business Day, we may direct Your Financial Institution to debit your Account on the following Business Day.

C. Business

By signing the Direct Debit Request you acknowledge that we are acting as a third party payment processor for the Business to arrange for the funds to be debited from your Account. Accordingly, you agree to pursue all claims you have in respect of the goods and services provided to you by the Business or the terms and conditions of any agreement entered into between you and the Business against the Business. As **PeopleHub** does not supply the goods or services that relate to the payments it processes for the Business, you agree not to pursue **PeopleHub** in respect of any claim you may have in respect of the quantity, the quality or the merchantability of those goods or services supplied by the Business.

D. Changes by you:

If you wish to **stop** or **defer** a Debit Payment or terminate this Agreement, you must notify us at least seven (7) Business Days before the next Debit Day. This notice should be given to the **Business** in the first instance.

Alternatively you may:

- Email **PeopleHub** on disputes@peoplehub.com or call us on 1300 909 339; or
- arrange it through Your Financial Institution, which is required to act promptly on your instructions.

E. Changes by Us:

We may vary any details of this agreement or the Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

F. Your obligations:

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct.

G. Disputes:

If you believe that there has been an error in debiting your Account, you should notify the **Business** in the first instance and confirm that notice in writing with the **Business** as soon as possible so that the **Business** can resolve your query more quickly. If the **Business** cannot resolve the matter or you are not satisfied with the **Business'** handling of the matter, you may contact us directly on 1300 909 339. Alternately you can take it up directly with Your Financial Institution.

If we conclude, as a result of our investigations, that your Account has been incorrectly debited we will respond to your query by arranging for Your Financial Institution to adjust your account (including interest and charges). We will also notify you in writing of the amount by which your Account has been adjusted. If we cannot resolve the matter or you are not satisfied with our proposed resolution, you can still refer it to Your Financial Institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

H. Accounts:

You should check:

- with Your Financial Institution whether direct debiting is available from your Account as direct debiting is not available on all accounts offered by financial institutions;
- your Account details which you have provided to us are correct by checking them against a recent account statement; and
- with Your Financial Institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

I. Confidentiality:

We will keep any information (including your Account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification reproduction or disclosure of that information.

We will only disclose information that we have about you:

- to the extent specifically required by law;
- to the Business; or
- for the purposes of this Agreement (including disclosing information in connection with any query or claim).

J. Notice:

If you wish to notify us in writing about anything relating to this Agreement you should write to **PeopleHub** at **PO Box 3941, South Brisbane Qld 4101** or alternatively, you can email support@peoplehub.com for further assistance with your Direct Debit Request.

We will notify you by sending a notice in the ordinary post or email to the address(es) you have given us in the Direct Debit Request. Any notice will be deemed to have been received two Business Days after it is posted or emailed.