



## Direct Debit Request Service Agreement

Australian Local Search Pty Ltd ("True Local") (User ID number 454156) irrevocably agrees that this request will only be used in connection with the amount referred to in your Order(s). You must confirm your account details by checking your credit card or a recent bank account statement from your financial institution. True Local will provide 14 days' notice to you in writing if the terms of this agreement are to change.

Please contact True Local Sales at [sales@truelocal.com.au](mailto:sales@truelocal.com.au) should you wish to:

- Defer a drawing;
- Suspend the Direct Debit Request;
- Change your Bank Account or Credit Card details;
- Alter a drawing amount;
- Cancel the Direct Debit Request; or
- Stop an individual drawing.

Please note True Local requires three business days' notice to act on your request.

If you dispute any drawing amount or the reason of drawing you must first contact True Local Sales at [sales@truelocal.com.au](mailto:sales@truelocal.com.au). True Local undertakes to address your query within seven business days. If your query is not addressed within this period, the disputed amount will be refunded until the matter has been resolved.

If the due date of the drawing falls on a public holiday or a non-business day, True Local will direct debit your Credit Card/Bank Account within two business days from the drawing date. If you are uncertain when the charge will be processed, you should contact your financial institution directly. Should a dishonour occur as a result of any drawing under this request, a further attempt by us to draw may be made within five business days or by mutual agreement by telephone. An administration fee may be applied.

True Local is committed to the protection of your personal details and any information provided to True Local will remain confidential subject to any applicable law. You consent to True Local maintaining your nominated BSB and Account Number on our database, using a third party for the secure storage of your credit card details or releasing your account information to investigate with your and True Local's financial institutions any possible incorrect debits.

It is your responsibility to ensure that your financial institution account can accept direct debit drawings, and sufficient funds are in your account to cover the direct debit at the time of drawing.

Should you have any queries regarding your direct debit payments please contact True Local Sales at [sales@truelocal.com.au](mailto:sales@truelocal.com.au)