

SECTION EIGHT: DIRECT DEBIT

We answer the most commonly asked questions about the Direct Debit system.

WHAT IS DIRECT DEBIT?

Direct Debit is a widely used method of account payment, using the electronic banking system.

HOW DOES IT WORK?

You authorise Shell to directly debit from a nominated bank account, the balance due on your Shell account on the due date (being the 21st of each month).

WHAT RESTRICTIONS IS SHELL SUBJECT TO UNDER THE DIRECT DEBIT SYSTEM?

Shell can only direct debit the balance due on your Shell account on the due date. Shell cannot direct debit any other amounts (including any disputed amounts).

If you wish to query a direct debit made by Shell then please contact Shell immediately. You can also contact your bank. Shell must show it was entitled to make the direct debit within 7 business days or the banks will reverse the transaction.

You can, at any time, cancel the direct debit arrangements by advising Shell in writing at least 5 business days prior to the next due date.

DO I STILL GET A SHELL STATEMENT EACH MONTH?

Yes. The Direct Debit system merely minimises the time needed to process your Shell account. It eliminates your need to draw and mail cheques.

WHAT IF I HAVE AN ACCOUNT QUERY?

You will receive a statement at the start of each month. You still have the opportunity to review the statement and contact Shell with any queries. Any unresolved queries can be held out from that month's Direct Debit.

WHAT ARE THE BENEFITS OF THE DIRECT DEBIT SYSTEM?

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|-------------------|--|
| COSTS | No new costs are incurred by you; we meet all costs associated with the system. It eliminates the costs in time and materials associated with raising and posting cheques other than statutory charges made by the bank. |
| TIMELINESS | Your account will always be paid on time. The possibility of cheques going astray in the mail, or the uncertainty of when cheques will be presented, is eliminated. |
| GOODWILL | All suppliers place a higher value on customers who settle their accounts within agreed trading terms on a consistent basis. |



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Telephone 1300 134 210

REQUEST FOR PAYMENT BY THE DIRECT DEBIT SYSTEM		DDR Form
		DATE _____
Your name in full	I / We _____ (Surname, Company name or Business name) _____ (Given names, ACN number or ARBN)	
Account details	<p>request that moneys due to The Shell Company of Australia Limited (Shell) for the supply of petroleum products or related goods or services to me / us pursuant to the contract formed by the Application Form signed by me / us on or around the date of this request (the Contract) be drawn under the Direct Debit System from the following account:</p> <p>_____ (account name) <small>Note: Direct debiting is not available on all accounts. If in doubt please refer to your Financial Institution</small></p> <p>_____ (Name of Financial Institution at which account is held)</p> <p>_____ (Address of Financial Institution)</p> <p>_____-_____-_____ (BSB number of Financial Institution)</p> <p>_____ _____ _____ _____ _____ _____ _____ _____ _____ _____ (Account number)</p>	
Your signature(s)	<p>(the Account). I / We understand and acknowledge that this Direct Debit arrangement is governed by the terms of the Shell Direct Debit Client Service Agreement set out below.</p> <p>_____ (If joint account all signatures may be required)</p> <p>_____ (State name and title if signing on behalf of company or business))</p>	
Your address	<p>_____</p> <p>_____</p>	

Shell Direct Debit Client Service Agreement	
Drawing arrangements:	<p>The direct debit drawing arrangements (amount, frequency, and commencement date) are determined by your payment obligations under the Contract. Shell will only initiate a drawing when a payment is due from you under the Contract.</p> <p>If the due date falls on a non-banking day Shell will draw the amount due on the previous banking day. Shell will not change the amount or frequency of the drawings arrangements without your prior approval unless expressly permitted by the Contract.</p> <p>Shell reserves the right to cancel the drawing arrangements at any time and to arrange with you an alternate payment method.</p> <p>Shell will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.</p>
Your rights:	<p>Subject at all times to the provisions of the Contract:-</p> <ul style="list-style-type: none"> • You may terminate the drawing arrangements at any time by giving written notice to Shell. Such notice should be received by Shell at least 5 business days prior to the next payment date. • You may stop payment of a drawing by giving written notice to Shell. Such notice should be received by Shell at least 5 business days prior to the payment date. • You may request change to the drawing amount and/or frequency of drawings by contacting Shell and advising your requirements no less than 5 business days prior to the next payment date. <p>Where you consider that a drawing has been initiated incorrectly you should take the matter up directly and immediately with Shell.</p>
Your responsibilities:	<p>It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.</p> <p>It is your responsibility to ensure that the authorisation given to draw on the Account is identical to the account signing instructions held by the Financial Institution where the Account is based.</p> <p>It is your responsibility to advise Shell if the Account is transferred or closed.</p> <p>It is your responsibility to arrange with Shell a suitable alternate payment method if the drawing arrangements are cancelled either by you, the nominated Financial Institution or Shell.</p>