

# Direct Debit Request Service Agreement

RAC Insurance Pty Limited (ABN 59 094 685 882) (“we”, “us” or “RAC Insurance”) User ID 250930 as the Debit User will initiate Debit Payments in accordance with your instructions and these terms and conditions apply whether you have given instructions to us in writing, online, over the phone or in person.

If you wish to cancel or amend your direct debit arrangements, or defer a Debit Payment you must notify us at least two business days prior to your Debit Day by contacting us at [rac.com.au/about-rac/contact-us](http://rac.com.au/about-rac/contact-us) or 13 17 03.

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

1. By submitting a Direct Debit Request, you have authorised us to arrange for funds to be debited from your nominated Account for the insurance products provided. We will only make debits from the Account nominated by you in your Direct Debit Request. Direct Debits will usually commence within 48 hours of your Direct Debit Request. The Direct Debit Request and this Agreement set out the terms of the arrangement between us and you.
2. The details of your Direct Debit Request including a schedule of when payments will be drawn will be provided to you within your policy documentation or otherwise in writing. Payments will be debited either annually, half-yearly or monthly, depending on the selection you have made.
3. We will give you at least 14 days written notice if we propose to vary the details of your direct debit arrangements.
4. Please note your Financial Institution may also charge for services relating to your direct debit arrangements.
5. If you wish to cancel your direct debit arrangements you must give us at least two Banking Days' notice and arrange with us to pay the remaining premium due. If you have made a claim, or one has been made against you in the current period of insurance, then you may be required to pay any outstanding premium due on your policy.
6. We reserve the right to cancel this direct debit arrangement should one or more of your Debit Payments be returned or dishonoured. You shall be responsible for any fees associated with returned or dishonoured payments.
7. If your Debit Payment is returned or dishonoured by your Financial Institution, we reserve the right to re-debit after 14 days.
8. If a Debit Payment is returned or dishonoured and you make a claim, you may be required to pay the missed payment before we make any repair or settlement under your claim. The PDS explains what happens when an instalment is unpaid.
9. If a Debit Payment falls due on a day that is not a Banking Day, the payment may be taken on the last Banking Day prior to the Debit Day or will be made on the next Banking Day. If you are unsure when the debit will be processed to your Account you should ask your Financial Institution.
10. Please contact us if you have any queries concerning disputed Debit Payments on 13 17 03 or at any RAC Member Service Centre. Our complaints and dispute resolution processes are contained within the PDS. Alternatively, you can contact your Financial Institution for assistance.



11. We recommend that you check your Account statement to ensure that the Debit Payments made are correct.
12. If we conclude as a result of our investigations that your Account has been incorrectly debited, we will respond to your query by arranging a refund to your Account and advise you of the amount refunded.
13. Direct debiting through the Bulk Electronic Clearing System is not available on the full range of accounts at all financial institutions. If in doubt, you should check with your Financial Institution before requesting direct debit arrangements from us.
14. It is your responsibility to:
  - a. ensure the financial details you provide to us are correct. We advise you to check your account details against a recent statement before completing a Direct Debit Request;
  - b. have sufficient cleared funds available in your Account to enable Debit Payments to be made; and
  - c. advise us of any changes to your financial details at least two business days before your next Debit Day.
15. Except to the extent that disclosure is necessary in order to process Debit Payments, investigate and resolve disputed transactions or is otherwise required by law, we will keep any information (including your Account details) in your Direct Debit Request confidential. Westpac, as the sponsor of RAC Insurance as Debit User, may require such information to be provided in connection with a claim made on it relating to an alleged incorrect or wrongful debit. The way in which we use your information is set out in the PDS and the RAC Group Privacy Policy, which is available at [rac.com.au](http://rac.com.au).
16. When you are paying for your policy by direct debit, we may automatically renew your cover on the renewal date. If we plan to automatically renew, we will let you know we intend to do this before your cover ends and send you details of the renewal premium. If you do not want to renew your policy, you should let us know before the renewal date. If you do not pay the full amount of your premium or any additional amount we may charge, we may reduce the period of insurance to match the amount you have paid.

## Definitions

**Account** means the account held at your Financial Institution from which we are authorised to arrange for funds to be debited.

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

**Banking Day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**Debit Day** means the day that payment by you to us is due.

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

**Direct Debit Request** means the verbal, written or online request between us and you to debit funds from your Account.

**PDS** means the Product Disclosure Statement or Special Product Disclosure Statement for your product.

**us** or **we** means RAC Insurance Pty Limited, as the Debit User you have authorised by making a Direct Debit Request to us.

**you** means the customer who has authorised the Direct Debit Request.

**your Financial Institution** means the financial institution at which you hold the Account you have authorised us to debit.

Last updated 19 March 2023.



Visit [rac.com.au](http://rac.com.au) or  
call 13 17 03