Flex insurance
Your Cover Your Choice

SUMMARY OF Direct Debit Request (DDR) SERVICE AGREEMENT

1. Our commitment to you

This document sets out the Direct Debit arrangement between us, CHUiSAVER Underwriting Agency Pty Ltd ABN 85 613 645 239 trading as Flex Insurance (Flex), and you, for your Insurance Product. It explains your rights and obligations when undertaking a Direct Debit arrangements and what our obligations are to you.

2. Terms of the arrangement

By submitting a Direct Debit Request, you authorise and request us to arrange for funds to be debited from your nominated account.

3. Definitions

Business day means a day on which banks are open for general business, other than a Saturday, Sunday or Gazetted public holiday.

Inception date means the date at which the insurance policy comes into effect.

4. Drawing Arrangements

4.1 If you have nominated Direct Debit from an account other than a credit card the funds should be debited within 5 Business days of the same calendar date of each month, unless this is a non-Business day in which case the funds should be debited on the next Business day. If you are unsure when the funds will be debited please contact your financial institution.

4.2 We will require a completed Direct Debit arrangement form before the Inception date commences

4.3 We may attempt to make additional instalment attempts if you have missed an instalment payment for any reason or the drawing has dishonoured. We will provide you with notice before we re-attempt a dishonoured instalment deduction.

4.4 We will give you at least 14 days notice when we intend to make changes to the initial terms of the arrangement.

5. Your rights

5.1 Changes to the arrangement

If you want to make changes to the drawing arrangements, please notify us at least seven days prior to your next scheduled drawing date. These changes may include:

a. Cancel or suspend the Direct Debit Request; or

b. change, stop or defer an individual payment

To do so, contact us on telephone 1300 201 021 or email sales@flexinsurance.com.au or you can also contact your own financial institution.

6. Enquiries

If you have any enquiries please contact Flex on telephone 1300 201 021 or email sales@flexinsurance.com.au. All personal customer information held by us will remain confidential except for information provided to our financial institution to initiate the drawing from your nominated account and information disclosed to a third party as required by law. Information may also be provided to Steadfast Group Limited or any of its related body corporates to enable the DDR to be effected as required by law. Information may also be disclosed overseas for the purposes of DDR establishment and processing. For furthe r information please see the Privacy Statement section in your Product Disclosure Statement or on our website https://www.flexinsurance.com.au/resource/privacy-policy.

7. Disputes

7.1 If you believe that a drawing has been initiated incorrectly, please contact CHU on telephone 1300 361 263 or email sales@flexinsurance.com.au

7.2 If you do not receive a satisfactory response from us, please contact your financial institution.

7.3 You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

7.4 Personal customer information may be used to assist if a dispute arises.

Flex also has a Complaints and disputes process that is available to you https://www.flexinsurance.com.au/resource/complaints-and-disputes

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8. Your commitment to us

It is your responsibility to ensure that:

8.1 your nominated account can accept direct debits as BECS may not be available on all accounts (your financial institution can confirm this); and

8.2 that on the drawing date there is sufficient cleared funds in the nominated account; and

8.3 any changes should be raised with CHU prior to the next withdrawal date. If your drawing is returned or dishonoured by your financial institution, we will notify you in writing. Any transaction fees payable by us in respect of the above may be passed on to you.

Consecutive returns or dishonours may result in the direct debit facility being withdrawn or policy being cancelled, please refer to your Product Disclosure Statement for further details.