

# Direct Debit Policy

Pfizer Australia Pty Ltd ABN 50 008 422 348



The Direct Debit arrangement is governed by the terms of the agreement received from *DHL Supply Chain (Australia) Pty Ltd (ABN 85 071 798 617) Debit User ID No. 395889*. "We", "us" and "our" means DHL Supply Chain (Australia) Pty Ltd and/or Pfizer (Australia) Pty Ltd (Pfizer).

## Our commitment to you

### Drawing arrangements:

Where the Due Date falls on a non-business day, we will draw the amount on the next business day.

We will not change any details of drawings arrangements without giving you at least fourteen (14) days written notice.

We reserve the right to cancel this Direct Debit Policy drawing arrangement if any attempts to draw are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.

We will keep all information pertaining to your direct debit request including your nominated account at the Financial Institution, your user identification number and your password private and confidential.

The details of the Pfizer Terms and Conditions of Sale – Direct Account are available on [pfizer.com.au](http://pfizer.com.au). This direct debit policy should be read in conjunction with those Terms and Conditions.

### Your rights:

You may terminate this Direct Debit Policy drawing arrangement at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 7 business days prior to the next drawing.

You may stop payment of a drawing under this Direct Debit Policy by giving written notice directly to us via [pfizerdirect.com.au](http://pfizerdirect.com.au), and through your nominated Financial Institution. Notice given to us should be received by us at least 7 business days prior to the due date.

You may request changes to the drawing amount and/or frequency of Direct Debit Policy drawings by contacting us and advising your requirements no less than 7 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly outside the Pfizer Terms and Conditions of Sale – Direct Account and this Direct Debit Policy, you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution.

## Your commitment to us

### Your responsibilities:

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.

It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.

It is your responsibility to advise us if the account nominated by you to receive this Direct Debit Policy drawing is transferred or closed.

It is your responsibility to arrange with us a suitable alternate payment method if you wish to cancel this Direct Debit Policy.

## Other Information

When purchasing from Pfizer your financial details are passed through our secure server using encryption technology. If you have any questions regarding our security policy please contact us via [pfizerdirect.com.au](http://pfizerdirect.com.au). If you proceed with a direct debit arrangement your details will be electronically submitted to us.

Please ensure that you retain the bank details that you have submitted during the Direct Debit registration process. The Direct Debit Policy is available on [pfizerdirect.com.au](http://pfizerdirect.com.au) upon log in. The Pfizer Terms and Conditions of Sale – Direct Account is available on [pfizer.com.au](http://pfizer.com.au). These documents should be printed and retained by you.