

Customer Direct Debit (DDR) Service Agreement

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Deaf Lottery [Direct Debit User ID 362215] and you. It sets out your rights, our commitments to you and your responsibilities to us together with where you should go for assistance.

Our commitment to you

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for the purchase of tickets in the Deaf Lottery.

Debiting arrangements

- The first debit under this Direct Debit arrangement will occur immediately or as stated on the Direct Debit Request form.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- We will promptly deal with any queries you have regarding debits to your account.

Your rights

Changes to the arrangement

If you want to make changes to the debiting arrangements, contact us by phone, fax, mail or email. See our contact details below. These changes may include:

- * Deferring the debit; or
- * Altering the schedule; or
- * Stopping an individual debit; or
- * Suspending the DDR; or
- * Cancelling the DDR completely.

Enquiries

Direct all enquiries to us, rather than to your financial institution. Any changes should be made at least 5 working days prior to the next scheduled debit date. All communication addressed to us should include your Deaf Lottery Personal Account Number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the debit to your nominated account.

If you believe that a debit has been initiated incorrectly, contact us immediately by phone (freecall), mail or email, with full details, including your Deaf Lottery Account Number.

If we are unable to rectify an error to your satisfaction, contact your financial institution who will respond to you with an answer to your claim:

You will receive a refund should an amount be incorrectly debited.

Note: Your financial institution will ask you to contact us to resolve any disputed debit prior to involving them.

Your commitment to us





It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the debiting date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

To contact us

Phone (freecall): 1800 773 678
Fax (freecall): 1800 773 100
Mail: PO Box 3025, STAFFORD DC QLD 4053
Email: directdebits@deaflottery.com.au

| JANUARY | | | | | | | FEBRUARY | | | | | | | MARCH | | | | | | | APRIL | | | | | | | |
|-----------|----|----|----|----|----|----|----------|----|----|----|----|----|----|----------|----|----|----|----|----|----|----------|----|----|----|----|----|----|---|
| M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | |
| | | | | 1 | 2 | 3 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 1 | 2 | 3 | |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 | 29 | | | | | | | 28 | 29 | 30 | 31 | | | | 25 | 26 | 27 | 28 | 29 | 30 | | |
| MAY | | | | | | | JUNE | | | | | | | JULY | | | | | | | AUGUST | | | | | | | |
| M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | |
| 30 | 31 | | | | | 1 | | | 1 | 2 | 3 | 4 | 5 | | | | | 1 | 2 | 3 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 | 27 | 28 | 29 | 30 | | | | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 29 | 30 | 31 | | | | | |
| SEPTEMBER | | | | | | | OCTOBER | | | | | | | NOVEMBER | | | | | | | DECEMBER | | | | | | | |
| M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | |
| | | | 1 | 2 | 3 | 4 | 31 | | | | | 1 | 2 | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | |
| 26 | 27 | 28 | 29 | 30 | | | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 28 | 29 | 30 | | | | | 26 | 27 | 28 | 29 | 30 | 31 | | |

-  = Tickets Issued & Debited
-  = Kick Off Draw
-  = Half Time Draw
-  = Major Lottery Draw

Lottery Number

Debit Date

Major Lottery Draw

155

7th January

18th February

156

25th February

7th April

157

14th April

26th May

158

2nd June

14th July

159

21st July

1st September

160

8th September

20th October

161

27th October

22nd December