

Client Service Agreement

The Client Service Agreement sets out the terms on which we agree to transfer funds from your Funding Source to your Account for your nominated Savings Goal:

1. Where a transfer falls on a non-business day, the amount will be transferred on the next business day.
2. Information relating to your Funding Source will not be viewable by users of the SmartyPig website, other than View-Only Users.
3. You may terminate the Funding Source DDR at any time by giving written notice directly to us, or through the Australian financial institution with which you hold the Funding Source.
4. You may request deferment or alteration to payments under the Funding Source DDR by contacting us.
5. If you close a Savings Goal, this will also terminate the Funding Source DDR in relation to that Savings Goal.
6. If you edit a Savings Goal, this will alter the payments made by you under the Funding Source DDR.
7. Subject to our right to terminate your Funding Source DDR in accordance with clause 8, we will not change any details of drawing arrangements without giving you at least fourteen (14) days written notice.
8. We reserve the right to terminate your Funding Source DDR for whatever reason in our absolute discretion.
9. We reserve the right to terminate the Funding Source DDR if one or more attempted transfers are returned unpaid from the Australian financial institution with which you hold the Funding Source.
10. If you consider that a transfer has been incorrectly made, you should contact us or lodge a direct debit claim through the Australian financial institution with which you hold the Funding Source. We will determine whether the transfer was correct, and if not, arrange for an adjustment. If we determine that the transfer was correct, you will be told why.
11. You must ensure there are sufficient cleared funds available in the Funding Source to meet each transfer on its due date. It is your responsibility to advise us if your Funding Source is closed.

12. You must ensure that the Funding Source allows funds transfers. You should check this directly with the Australian financial institution with which you maintain the Funding Source.

13. You should not close or alter the Funding Source without informing us of the details of your new Funding Source.

14. We enable you to initiate the Funding Source DDR over the Internet. By electing to take up our offer to initiate the Funding Source DDR over the Internet, you acknowledge and accept the risks associated with providing instructions over the Internet and agree that you are responsible for keeping safe and maintaining the confidentiality of any security devices or measures utilised in relation to the initiation of the Funding Source DDR (including without limitation, the user identification and passwords).