

SPRIGGY MOBILE AUTOMATIC PAYMENTS AGREEMENT

July 2024
V2

1. Introduction

This document describes the agreement between you and Spriggy Mobile (Spriggy Mobile, we, us) for the automatic payments you make for the Spriggy Mobile pre-paid mobile services.

Automatic payments are a requirement for your plan and must be set up using a credit card or debit card. You cannot use an EFT payment method or a direct debit from your bank account (BSB and account number) for the Spriggy Mobile plans.

To make sure your service continues to operate you will need to ensure that you have enough funds available in your nominated payment method account at the time that we attempt to process the payment for the service(s). If the nominated payment method has been cancelled, suspended or expired you will need to change your nominated payment method prior to the date when we attempt to process payment for the service.

2. Terms

An automatic payment is a direct debit payment made from your credit or debit card.

When you arrange to have funds debited directly from your credit or debit card account, you authorise us to arrange, through our payments provider partner, a debit to your nominated credit or debit card, any amount deemed payable by you for the plan.

You will need to make your first payment on the day you sign up for your product or service. We will automatically deduct from your nominated credit or debit card the amount payable for that product or service on that date and on each agreed future payment date during the period of your automatic payment arrangement with us.

When a payment method is setup by you for the first time we may validate the payment method with a pending pre-authorisation transaction for no more than \$1. This amount will be refunded to you within 5 business days.

It is your responsibility to ensure sufficient cleared funds are available in your nominated payment method account or there is sufficient available credit on your nominated credit card account (as applicable) when the automatic payments are due to be processed by us. Subject to the terms of the pricing plan for your service, we may suspend or cancel your service if the payment processing fails due to insufficient funds being available.

Cancelling the automatic payments

Spriggy Mobile plans may be cancelled at any time. If you cancel your service we will cancel your automatic payment. You may also contact your financial institution at any time to stop any debit or cancel your automatic payment authority. However, if you defer or cancel your

debit authority, or stop a debit, you will need to ensure you arrange with us for payment to be made by another payment method using the Spriggy app.

Complaints

If you wish to query a payment about payments you may contact us using the chat function on the Spriggy app or call us on 1300 640 918. You may also contact your financial institution or card issuer.

If you are not satisfied with our response to your query, you can lodge a complaint with us by calling 1300 640 918 or by email to complaints@spriggymobile.com.au .