

## Direct Debit Request Service Agreement (DDRSA)

1. By signing the Direct Debit Request, you authorise us to arrange for funds to be debited from your Account in accordance with the Agreement.
2. We will advise you 14 days in advance of any changes to the Direct Debit Request.
3. For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
  - (a) Contact Healthy Pets Plus Ltd.  
Mail: PO Box 8366, Woolloongabba QLD 4102  
Phone: 07 3435 3535

### And

- (b) Allow for 14 days for the amendments to take effect or to respond to a dispute. If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If, following our investigations, we believe on reasonable grounds that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding. If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
4. You should be aware that:
    - (a) direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
    - (b) you should check your Account details (including the Bank State Branch (BSB number) directly against a recent statement from your Financial Institution. If you are in any doubt, please check with your Financial Institution before completing the drawing authority.
  5. It is your responsibility to ensure that:
    - (a) sufficient cleared funds are in the Account when the payments are to be drawn;
    - (b) the authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
    - (c) suitable arrangements are made if the direct debit is cancelled: – by yourself; – by your Financial Institution; or – for any other reason.
  6. If the due date for payment falls on a day other than a Banking Business Day, the payment will be processed on the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with your Financial Institution.
  7. For returned unpaid transactions, the following procedures or policies will apply:
    - (a) we treat the payment as if it was never made;
    - (b) services may be suspended until the outstanding charges are paid; and/or
    - (c) a fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.
  8. All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/ investigate an alleged incorrect or wrongful debit or otherwise as required by law.
  9. If any provision of this DDRSA is found to be illegal, void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining provisions of this DDRSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed.

### Definitions

Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this DDRSA and:

**Account** means the account nominated in the Direct Debit Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;

**Agreement** means the Terms and Conditions (including BPAY), including the Schedules to those Terms and Conditions, as amended from time to time;

**Direct Debit Request** means the Direct Debit Request between us and you as amended from time to time;

**Financial Institution** is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited;

**We** means Healthy Pets Plus Ltd; and

**You** means the Customer/s who signed the Direct Debit Request.

📄 This brochure outlines the benefits received with a Healthy Pets Plus membership.

## Healthy Pets Plus – Membership<sup>1</sup>

Healthy Pets Plus Limited aims to: (a) educate members in relation to animal health and wellness of Companion Animals to ensure the Companion Animals of members live longer, happier and healthier; (b) promote wellness veterinary services for the benefit of the Companion Animals of members; (c) to promote veterinary services and veterinary products for the benefit of the Companion Animals of members (d) to source discounted veterinary services and veterinary products for the benefit of the Companion Animals of members.

Healthy Pets Plus Limited is administered by Greencross Vets. The Avian veterinary services will be provided to Avian Healthy Pets Plus members at Greencross Vets Springvale.

Each membership is restricted to one Companion Animal<sup>2</sup>, although a person may have multiple memberships if they own more than one Companion Animal. Discounts apply to multiple memberships<sup>4</sup>.

Membership fees are set by Healthy Pets Plus Limited and are payable by direct debit authority from the member's nominated bank account. The first instalment is 25% of the annual membership fee and the balance is payable over the preceding eleven months. Payment of renewals of membership are treated the same way. If you wish, you can elect to pay your membership fee in one single payment.

On 1 July of each year the yearly subscription amount will be reviewed. You will be advised of any increase in subscription which will take effect from the anniversary date of your membership plan.

Each membership will be for a period of 12 months. A three month cooling-off period applies to the initial membership period. Healthy Pets Plus Limited will send members a reminder at least one month prior to expiry of the 12 month period. Unless the member advises Healthy Pets Plus Limited to terminate, the membership will be renewed for a further 12 month period. Termination of membership during a membership period (including during the cooling-off period) may result in the remaining instalments of the membership fee for that period being immediately payable or an amount being payable based on the value of the products or services obtained in the period<sup>6</sup>.

It is a condition of membership that animals are microchipped.

The benefits of each Membership type include:

1. **An Avian membership** will entitle the member to receive: (a) veterinary products and services as listed in this brochure; (b) Discount of 10% on all other products, medications and services provided by Greencross Vets Springvale. (c) Discount of 20% off all bird food and parasite prevention (d) unlimited consultations from a Vet or Nurse, including re-visits; and (e) any other benefits that may be offered from time to time as part of the membership at Greencross Vets Springvale. Any services provided as part of the membership benefits may be performed by a registered veterinarian and/or a veterinary nurse.

Membership benefits may change from time to time at the discretion of Healthy Pets Plus Limited. Under certain circumstances, your membership may be able to be transferred to another person. Those circumstances may be if you sell or give your animal away.

If your pet dies, you can terminate your membership and you may be eligible for an adjustment to the amount outstanding on your membership. You are welcome to become a member again in respect of your new pet.

1. *This document is meant only to be a summary of the terms and conditions of the membership of Healthy Pets Plus Limited, such terms and conditions being found in the Constitution and By-Laws of the company. The Constitution and By-Laws are available on Healthy Pets Plus website, [www.healthypetsplus.com.au](http://www.healthypetsplus.com.au). The member agrees to be bound by the Constitution and By-Laws of Healthy Pets Plus Limited and in all events the terms and conditions of the Constitution and By-Laws prevail.*
2. *Greencross Vets includes Greencross Limited ACN 119 778 862 and any of its related entities.*
3. *Feline, Canine, whether kitten/puppy or Avian.*
4. *Please ask for further details at your local Greencross Vets surgery.*
5. *A dishonour fee of \$30 is payable in the event that a direct debit instalment is dishonoured by your bank.*
6. *For further details, please consult the Constitution of Healthy Pets Plus Limited or the frequently asked questions section of this document.*
7. *Consultations greater than 20 minutes, such as behavioural and dermatological, are excluded from these plans. Consultations means a normal veterinary consultation, of no more than 20 minutes in duration, which is to be performed by either a registered veterinarian or a veterinary nurse, employed by Greencross.*

## Frequently asked questions



### Is Healthy Pets Plus like Insurance?

No. It is a proactive preventative plan designed to keep your pet healthier and happier for longer. Insurance is designed for pets that are sick and injured.

### Can I use my Healthy Pets Plus at another Greencross Vet?

The Avian health care offered in this Healthy Pets Plus membership is only valid at Greencross Vets Springvale. However, the Feline and Canine Healthy Pets Plus memberships are available at all Greencross Vet locations.

### How often can I visit the clinic at no charge?

As many times as you like whilst your pet is a member of Healthy Pets Plus.

### What if my pet's condition requires subsequent visits?

Re-visit consultations are free. Any additional treatment, medications or services are discounted by 10%.

### Is there a discount if I have more than one pet?

Yes. Additional pets receive 10% off the plan price.

### Is there a waiting period before I can bring my pet in?

No. You can bring your pet in to see us for free consultations and discounts immediately.

### How do I pay for Healthy Pets Plus?

The program is a 12 month membership. For your convenience, the first payment is 25% of the total membership subscription fee (paid in clinic) and the remaining 75% will be deducted via Direct Debit over the remainder of the year membership. If/when you enter your second membership year, the 12 month fee is divided into even payments throughout the year.

### How long am I obligated to my monthly payment?

You must sign up to the plan for a minimum of 12 months (with a 3 month cooling off period). Your membership will automatically renew unless cancelled in writing within 30 days of your one-year anniversary.

### What happens if I cancel my plan?

You can cancel your plan at any time within the first 3 months of joining and are entitled to a full refund of fees paid. However, you will lose any discounts applied and will be obligated to pay the difference. This amount will be direct debited from your nominated account or will need to be paid at Greencross Vets Springvale.

### More questions?

Please call Greencross Vets Springvale:

(03) **9546 5022**



Call  
**9546  
5022**

## Healthy Pets Plus<sup>+</sup>

Having a healthy, happy pet just got easier.

## Avian Health Care Plan



**FREE**  
unlimited  
consultations



**FREE**  
wing, beak &  
nail trims



**ASK**  
how to SIGN UP  
today!

## Avian health care plan

We all know pets need special attention throughout their lives and that's why we have developed a plan specifically for them. Giving your beloved pet regular check-ups allows your Greencross Vet to evaluate their general health and identify any health issues before they become serious illnesses.

Healthy pets and peace of mind



Unlike us, pets can't tell us how they feel, so scheduled and timely check-ups are a great way to make sure your pet is always in the best possible shape. Healthy Pets Plus is a simple and cost effective way for you to ensure the proper care of your pet while minimising your yearly veterinary costs. It gives you peace of mind and confidence that your pet is healthy and happy.

### Avian Health Care Plan

The Avian Health Care Plan was developed by an avian veterinarian to provide a complete, proactive, health care plan to cover the needs of all commonly kept pet bird species. Birds have a unique ability to hide disease and many diseases have similar symptoms. This health care plan ensures disease prevention and early detection of health problems. There is flexibility in the package that allows for age and species variation. We believe this package will give you the peace of mind that your pet bird is getting the best possible veterinary care, delivering high quality service in a cost effective way.

This unique disease prevention program also includes discounts for disease treatments, including surgeries and hospital stays.

This plan is only available from the avian vet team at Greencross Vets Springvale.

## Avian Plan<sup>1</sup>

Unlimited Consultations*	✓
20% discount on all bird food and parasite prevention	✓
10% discount on all other products, medications and services provided by Greencross Vets	✓
Microchip (nanotransponder OR midi-chip)	✓
Species predisposition consultation	✓
Nutritional husbandry counselling & weight management	✓
Nail, wing and beak clipping+	✓
<b>Comprehensive physical exam (with 6 month reminders) includes:</b>	
→ Eye exam	✓
→ Ear exam	✓
→ Neurological assessment	✓
→ Abdominal palpation	✓
→ Arthritis and pain management assessment	✓
→ Weight and body condition evaluation	✓
→ Skin and feather evaluation	✓
<b>Healthy pet screening test:</b>	
→ Annual facel parasite assessment **	✓
→ Wellness blood screen	✓
→ Pssitacosis screening **	✓
→ <b>New pet DNA sexing</b>	✓



\* With an appointment from a Vet or Nurse, excludes behaviour and specialist consultants.  
<sup>1</sup> As advised by Vet. Only available at Greencross Vets Springvale. Excludes public holidays, after hours and weekend surcharges. See Terms & Conditions for further details. \* Excludes sedation if required. \*\* Inhouse test.

## Healthy Pets Plus<sup>+</sup>

Avian Health Care Plan was developed to include a complete standard of preventative care services. This plan is available for all your feathered friends and suitable no matter what the species or life stages.

HOW to enrol



Simply complete the below application and Direct Debit form and submit it to Greencross Vets Springvale.

## Avian Plan Cost & Application Form

**First Pet: \$440 yearly membership**

**\$110.00** + 11 monthly payments of \$30.00

**Additional Pets at 10% discount: \$396 yearly membership**

**\$110.00** + 11 monthly payments of \$26.00

## Direct Debit Request (DDR)

Name of pet/s

Plan  **Avian**  
Name of Customer/s giving the DDR

I/We

Email

Name of Debit User  APCA User ID number

Authorise and request the **Healthy Pets Plus Ltd**  **403451**

until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the Financial Institution identified below as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time.

### Payment Details

This authority allows the debiting of amounts payable by the Customer under the Agreement between the Customer and the Healthy Pets Plus Ltd.

### Details of the Account to be debited

Account/Card Holder Name (please insert your name in full)

BSB No.  Account/Credit Card No.

Card Type eg. Visa  Credit Card Expiry Date  CCV

### Details of the Amount & Frequency (All details must be supplied)

Amount to be debited  \$

Frequency

Date of first direct debit  /  /

### Customer Authorisation (If in joint names both signatures may be required)

By signing below, I/we acknowledge that this Direct Debit arrangement is governed by the terms of Authorisation for the DDRSA attached to this request. I/We also authorise Healthy Pets Plus Ltd. to verify (if need be) the details of the account with my/our Financial Institution mentioned above.

I have read the Terms & Conditions

1. Account/Card Holder's Signature  2. Account/Card Holder's Signature

Date:  Date:

Address (Include: Street No. + Name/ Suburb/ State/ Postcode)

**Clinic use only** Clinic No.  Patient No.