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 3585

   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[1]

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 and the veterinary services provided to members will be provided by a Greencross Vets unless specified. Services do not include veterinary services not operated by Greencross Vets unless specified.

Each membership is restricted to one Companion Animal[3], although a person may have multiple memberships if they own more than one Companion Animal. Discounts apply to multiple memberships[4].

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 proceeding eleven months. Payment of renewals of membership via direct debit are divided over 12 monthly payments.

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[6].

The benefits of each Membership type include:

1. **A Canine Puppy or Feline Kitten membership** will entitle the member to receive: (a) veterinary products and services as listed and published on the Healthy Pets Plus website for this type of membership, from time to time; (b) Discount of 10% off other veterinary products and services; (c) Discount of 20% off veterinary pet food and parasite preventative products; (d) Free veterinarian or nurse consultations[7] including re-visits; and (e) Any other benefits that may be offered from time to time as part of the membership, at any Greencross Vets location. Any services provided as part of the membership benefits may be performed by a registered veterinarian and/or a veterinary nurse for the member.
2. **A Canine or Feline membership** will entitle the member to receive: (a) veterinary products and services as listed and published on the Healthy Pets Plus website for this type of membership, from time to time; (b) Discount of 10% off other veterinary products and services; (c) Discount of 20% off veterinary pet food and parasite preventative products; (d) Free veterinarian or nurse consultations[7] including re-visits; and (e) Any other benefits that may be offered from time to time as part of the membership, at any Greencross Vets location. Any services provided as part of the membership benefits may be performed by a registered veterinarian and/or a veterinary nurse for the member.

Membership benefits may change from time to time at the discretion of Healthy Pets Plus Limited.

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**. 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 or canine, whether kitten/puppy or adult.*
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?

Yes, you can use your Healthy Pets Plus membership at all participating Greencross Vets. For a full list, visit *www.healthypetsplus.com.au*

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, diagnostic tests, medications or services are discounted by 10%.

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.

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

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

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. When you enter your second membership year, the 12 month fee is divided into even payments throughout the year.

Can I join for less than 12 months?

No, the program has been designed as a 12 month wellness plan for your pet to fully benefit from Healthy Pets Plus.

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 your local Greencross Vet.
If you cancel after the first 3 months you will be obligated to reimburse Healthy Pets Plus for any discounts received less membership fees paid.

Can I transfer my membership to another pet?

No, each membership is tailored to the named pet and therefore, we cannot transfer memberships between pets.

More questions?

Please email us at
info@healthypetsplus.com.au
or call **1800 738 775**:

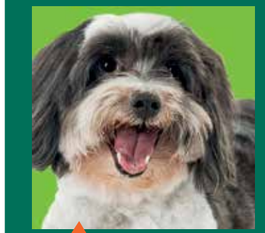
1800 pets plus

www.healthypetsplus.com.au

All pet photos in this brochure have been taken by ZOO STUDIO

Healthy Pets Plus

Having a healthy, happy pet just got easier.



20% discount on pet food and parasite prevention

FREE vaccinations & consultations

ASK how to SIGN UP today!

Passionate about Pets Greencross Vets

Healthy Pets Plus

Dog & Puppy 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.

Prevention is the best medicine

We believe proactive care not only improves the quality of your pet's life, it will add years to it. Most importantly, Healthy Pets Plus will make doing the right thing for your pet simple and affordable through every stage of your pet's life.

Healthy Pets Plus is a comprehensive proactive program, helping you to:

- **Prevent disease**
- **Detect and identify any health issues before they potentially lead to expensive treatment**
- **Maintain a healthy pet through scheduled check-ups and procedures**

Simply put, Healthy Pets Plus meets the highest standards for animal care whilst allowing you to spread the costs over a 12 month period.

Canine Plan Type[1]

	Puppy 6-16wks	Adult & Senior 16wks+
Unlimited Consultations*	✔	✔
20% discount on pet food and parasite prevention including heartworm injection	✔	✔
10% discount on all other products, medications and services provided by Greencross Vets *	✔	✔
Microchip (if needed)	✔	✔
Vaccinations (up to 3)[2]	✔	
Vaccinations (annual/triennial)[2]		✔
Save up to $200 off a dental scale and polish**		✔
Emergency Consultations***	✔	✔
Breed predisposition consultation	✔	✔
Nutritional counselling and weight management	✔	✔
Nail Clips[+]	✔	✔
Healthy pet screen test x1 per year, including:		
→ Urine analysis	✔	✔
→ Wellness blood screen or pre-anaesthetic blood test	✔	✔
→ Heartworm test[++]		✔
→ Parasite faecal exam	✔	✔
Comprehensive physical exam x2 per year, including:		
→ Eye exam	✔	✔
→ Ear exam	✔	✔
→ Dental exam	✔	✔
→ Neurological assessment	✔	✔
→ Abdominal palpation	✔	✔
→ Urogenital evaluation	✔	✔
→ Musculo-skeletal assessment	✔	✔
→ Arthritis and pain management assessment	✔	✔
→ Heart and lung assessment including blood pressure	✔	✔
→ Weight and body condition evaluation	✔	✔
→ Coat and skin evaluation	✔	✔

*[1] As advised by Vet. See Terms & Conditions for further details. *With an appointment from a Vet or Nurse, excludes public holidays, after hours, housecall surcharges, behaviour and specialist consultations & procedures. Only available at participating clinics. [2] Includes C3, C5 and C7 for Puppy & C5 and C7 for Adult/Senior Canines vaccines as prescribed by treating veterinarian. **Dental discount is only valid once per membership year. ***Emergency consultations valid at participating pet emergency centres listed at: www.healthypetsplus.com.au/er. [+] Excludes sedation if required. [++] Inhouse test.*

Healthy Pets Plus

Healthy Pets Plus was developed by Greencross Vets to include a complete standard of preventative care services. Our plans are available for all of your four legged friends, ranging from puppy and kitten plans, through to adult pet plans. No matter the age of your pet, we have a plan that is specifically tailored to reflect their stage in life.

HOW to enrol

Simply complete the below application and Direct Debit form and submit it to your preferred Greencross Vet Clinic.

Canine 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

Your membership will automatically renew after 12 months and fees will be divided into equal payments for your convenience. To cancel your automatic renewal simply contact Healthy Pets Plus in writing.

Direct Debit Request (DDR)

Name of pet/s

Plan ☐ **Puppy** (6 – 16 wks) ☐ **Adult or Senior Dog** (16 wks+)

Name of Customer/s giving the DDR

I/We

Email

Mobile No.

	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 ***Monthly***

Date of first direct debit **15** / /

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 — Date:

2. Account/Card Holder's Signature — Date:

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

Clinic use only Clinic No. Patient No.