



A message from Steve Butler

The ETU has been fighting for better wages and conditions for electricians and electrical trades workers across the state for over 110 years.

We're committed to protecting and advancing the rights of workers – but to continue making a real difference we need to remain independent.

Currently, we're financially reliant on the government and employers because a large majority of our member contributions come through payroll deductions.

The risk of payroll deductions being cut by the government is real. To ensure our independence, and to protect your rights, we're asking all of our members to switch to paying your member contributions through Direct Debit.

The ETU is the best tool you can have at work – switch to Direct Debit today and make sure you stay protected.

Steve Butler,
Secretary

The ETU – the best tool you can have at work

The ETU is one of the most successful unions in the country. Here's a snapshot of the campaigns we're currently running and a few of the recent big wins ETU members have enjoyed.

- Campaigning to stop the privatisation of the NSW electricity industry;
- Improved pay and conditions for workers across the state in industries such as construction, rail and transport, the electricity sector and manufacturing and production;
- The ETU has secured 15% super in the electricity distribution sector – and we're fighting for future increases in other industries.
- Fighting the O'Farrell Government's attack on Workers Compensation that will see injured workers across NSW lose important protections
- Campaigning to stop the O'Farrell Government's restructure of the rail and electricity sectors.



DIRECT DEBIT REQUEST CUSTOMER SERVICE AGREEMENT

We, the CEPU Electrical Division, NSW Branch, note our commitment to you as the following: -

We will advise you by notice, statement or invoice of the drawings.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will provide written notice of any proposed changes to your drawing arrangement, providing no less than fourteen (14) days notice.

We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.

We will keep all information provided by you and details of your nominated account at the Financial Institution, private and confidential.

We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within twenty (20) business days.

You, as the Customer note your commitment to us as the following: -

It is your responsibility to check with your Financial Institution prior to completing the Direct Debit Request, that direct debiting is available on that account.

It is your responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.

It is your responsibility to ensure at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.

It is your responsibility to advise us if the account nominated by you, to receive the drawings is altered, transferred or closed.

It is your responsibility to arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, either by you or the nominated Financial Institution.

It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

You may request to defer or alter the agreed drawing schedule, by giving written notice to us. Such notice should be received by us at least ten (10) business days prior to the due date.

You may stop your individual debit by giving written notice to us. Such notice should be received by us at least ten (10) business days prior to the due date.

You may cancel the Direct Debit arrangement at any time by giving written notice to us. Such notice should be received by us at least ten (10) business days prior to the due date. Your nominated Financial Institution is unable to cancel your Direct Debit Arrangement.

All transaction disputes, queries, and claims should be raised directly with us. We will provide a verbal or written response within twenty (20) business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.