

# SMOOTHPAY

## TERMS AND CONDITIONS



### 1. IMPORTANT DETAILS

- 1.1 Credit balances that develop over periods of lower use will offset the shortfall that occurs during periods of higher use. You may request for a credit balance to be refunded. This will be at our discretion and will be subject to criteria such as balance of credit on the account.
- 1.2 While on SmoothPay, you remain liable for all charges irrespective of whether the fixed regular payments are sufficient to clear the charges in full.
- 1.3 If you wish to cancel your SmoothPay payments you must do so at least 2 business days prior to the next regular payment date. Otherwise, the cancellation will be effective from the next regular payment date.
- 1.4 If your regular payments are dishonoured twice in a 3-month period or you fail to make recovery payments for payments that have dishonoured, Mercury may choose to remove you from SmoothPay.
- 1.5 If SmoothPay is terminated or cancelled for any reason, any overdue balances must be paid immediately as they will enter the normal credit cycle and may incur fees and restrictions.
- 1.6 If SmoothPay is terminated or cancelled for any reason, a minimum 3 month stand down period will apply before you will be eligible to recommence SmoothPay payments.
- 1.7 Mercury will review your SmoothPay payment amount on a regular basis and will, if necessary, adjust it to ensure the regular payments closely match your annual account costs. If your payment amounts need to be adjusted, we will advise you at least 14 days prior to the new amount being paid from your bank account.