



Allstar Business Solutions
Customer Fuel Application Form

FB Contracts

Driven by Customer Care

Fuel Card Application Form

This form will provide us with the information needed to issue your fuel cards. Please complete the application form, embossing form and the Direct Debit mandate in BLOCK CAPITALS using a ballpoint pen, then sign and return them to us along with a signed copy of the Terms and Conditions of Use.

1. COMPANY ("ACCOUNT HOLDER") DETAILS	
Title	
First Name	
Surname	
Job Title/Dept	
Co. Trading Name	
	(40 characters max)
Address	
	Postcode
Tel.	
Fax	
Email	
Business Activity	
Year Established	
VAT Reg. No.	
Co. Reg. Name (if different from above)	
	(40 characters max)
Company Registration No. (if relevant)	
Co. Reg. Address (if different from above)	
	Postcode
Parent Co. Name	

2. FURTHER INFORMATION (Sole Traders or Partners only)	
Partner <input type="checkbox"/> Sole Trader <input type="checkbox"/> (please tick) Title	
First Name	
Surname	
Signature	
Home Address	
	Postcode
Time at Present Address	Months
	Years
Previous Address if Less Than 3 Yrs	
	Postcode
Partner 2 (if applicable) Title	
First Name	
Surname	
Signature	
Home Address	
	Postcode
Time at Present Address	Months
	Years
Previous Address if Less Than 3 Yrs	
	Postcode
Partner 3 (if applicable) Title	
First Name	
Surname	
Signature	
Home Address	
	Postcode
Time at Present Address	Months
	Years
Previous Address if Less Than 3 Yrs	
	Postcode

3. DATA PROTECTION

The partners/proprietors who have completed their details and signed at section 2 have signified their consent under the Data Protection Act 1998 for AllStar to make credit reference searches and maintain records of the same.

7. MARKETING

As a customer of AllStar, we'd like to keep you informed about our offers, promotions and services. If you do not want to receive this information, please tick here .

4. FINANCIAL DETAILS

A copy of your last 2 years audited accounts are required to support your application for credit approval. All details are held in strictest confidence. As with other fuel accounts, other financial information or a security deposit may be required for credit purposes. If this is necessary we will write to inform you. If you are a Sole Trader your signature on the application form authorises AllStar to conduct a personal credit search.

5. CARD DELIVERY DETAILS (If different from Section 1)

Title

First Name

Surname

Address

Postcode

Tel.

Fax

Company Name to be Embossed on all Fuel Cards
(27 characters max.)

Please provide embossing and invoice centre details on enclosed FORM A, if applicable (Section 11).

6. PURCHASE DETAILS

What fuel payment method does your company currently use?

Pay and Reclaim Company Credit Card

Fuel Card Other (please specify)

(If you use more than one method, please tick all those that are applicable)

How many of your drivers receive free fuel benefit?

Total Company Fleet Size:	No. of AllStar fuel cards required:	Estimated overall total weekly spend using AllStar fuel card:
Cars <input type="text"/>	Cars <input type="text"/>	Cars £ <input type="text"/>
LCV <input type="text"/>	LCV <input type="text"/>	LCV £ <input type="text"/>
HGV <input type="text"/>	HGV <input type="text"/>	HGV £ <input type="text"/>
Total <input type="text"/>	Total <input type="text"/>	Total £ <input type="text"/>

Do you currently take any other Arval products

Yes No (please tick)

If Yes please advise account numbers (if known)

BILLING FREQUENCY & CREDIT PERIOD

Tick the box to indicate your preferred arrangements for billing (DD only).

Weekly & 7 days EX07 Weekly & 14 days EX14

Any option other than those listed is chargeable and is subject to credit approval. Please refer to the pricing matrix for charges.

ELECTRONIC INVOICE OPTIONS

Transaction Summary Via Email or 3.5" Floppy Disk

Facility	Option Y/N <small>(Please tick)</small>	Cost Per Card <small>(Per annum)</small>	Proposed Start Date <small>(DD/MM/YY)</small>	AllStar CODE
Weekly e-mail	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/>	TSEB
Monthly e-mail	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/>	TSES
Weekly Disk	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/>	TSDB
Monthly Disk	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/>	TSDS
Format Required:		Unformatted ASCII (TXT) <input type="checkbox"/>	Compatibilities	
		Comma Delimited (CSV) <input type="checkbox"/>	Fleet Management (Gamma) = Unformatted ASCII / TXT	
			PC Spreadsheets (Lotus, Excel, Access, Car Fleet Control) = Comma Delimited / CSV	
Weekly Paper	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/>	TSPB
Monthly Paper	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/>	TSPS

REPORTING REQUIREMENTS

In addition to the standard management information provided to customers, additional management reports are also available. These reports are optional and are charged as extra.

Option Y/N <small>(Please tick)</small>	Facility	Cost Per Card <small>(Per annum)</small>	Proposed Start Date <small>(DD/MM/YY)</small>	AllStar CODE
<input type="checkbox"/>	*CARD TRANSACTION REPORT	£ <input type="text"/>	<input type="text"/>	CTRP
	Sort Sequence: <input type="text"/>	Media: E-mail <input type="checkbox"/> Paper <input type="checkbox"/> Floppy Disk <input type="checkbox"/>	Format Required: <input type="text"/>	
	(R = Registration Number, C = Card Number, D = Driver)		See compatibility chart within Electronic Invoice options above	
<input type="checkbox"/>	*VEHICLE REGISTRATION TRANSACTION REPORT	£ <input type="text"/>	<input type="text"/>	RTRP
	<input type="text"/>	Media: E-mail <input type="checkbox"/> Paper <input type="checkbox"/> Floppy Disk <input type="checkbox"/>	Format Required: <input type="text"/>	
	(R = Registration Number)		See compatibility chart within Electronic Data above	
<input type="checkbox"/>	FUEL BRAND ANALYSIS	£ <input type="text"/>	<input type="text"/>	ADH030
	<input type="text"/>	Media: E-mail <input type="checkbox"/> Paper <input type="checkbox"/> Floppy Disk <input type="checkbox"/>	Format Required: <input type="text"/>	
	(R = Registration Number)		See compatibility chart within Electronic Data above	
<input type="checkbox"/>	**FUEL BRAND LEAGUE TABLE	N/A	<input type="text"/>	FBLP
	<input type="text"/>	Media: E-mail <input type="checkbox"/> Paper <input type="checkbox"/> Floppy Disk <input type="checkbox"/>	Format Required: <input type="text"/>	
	(R = Registration Number)			

* In order for these reports to run successfully we will require the vehicle details for each card to be set up. Please contact the Fuel team and request form A1.

** The fuel brand league table is available at no extra cost. All other reports are chargeable - please see pricing matrix. See compatibility chart within Electronic Data above

9. AUTHORISATION

The Account Holder hereby applies to contract with Allstar Business Solutions Ltd for fuel cards. The Account Holder undertakes that the information given in connection with this application is true and complete. The Account Holder consents to AllStar making such enquiries as it shall consider necessary regarding this application and accepts that AllStar reserves the right in its absolute discretion to reject this application without being required to state any reason. If the application is accepted, the Account Holder agrees to be bound by the Terms and Conditions of Use enclosed.

Authorised Signature
(on behalf of the Account Holder)

Date Title

First Name

Surname

Job Title/Dept

Co. Name
("Account Holder")

OFFICE USE ONLY

DD Security £.....

Credit Limit Account Status

Approval Date Account Number.....

Application checked by Payment Terms

Date Rec'd A/C's Dated

Log No

Accept Reject

Date/...../.....(DD/MM/YYYY)

Comments

.....

.....

10. Instructions to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

Allstar Business Solutions Ltd.,
PD 56,
PO Box 1463,
Swindon,
SN5 6PS

Name and full postal address of your Bank or Building Society

To: The Manager _____ Bank / Building Society
Address: _____

Postcode: _____

Originator's Identification No.

Reference No. - office use only

9 | 8 | 2 | 6 | 5 | 8

□ | □ | □ | □ | □ | □ | □ | □ | □ | □

Signature(s)	Date
_____	_____
_____	_____

Name(s) of Account Holder(s)

Instructions to your Bank or Building Society

Please pay Arval UK Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.

Bank/Building Society account number

Branch Sort Code

□ | □ | □ | □ | □ | □ | □ | □ | □ | □

□ | □ | □ | □ | □ | □

I understand that this Instruction may remain with Arval UK Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Please return this form, once completed and signed by an authorised signatory, with your Application Form

TERMS & CONDITIONS

DEFINITIONS

Agreement	This agreement between you and us, including the application form.
Anniversary	The date 12 months after the start date of this agreement, and the same date every year after that.
Cards	A fuel card, a maintenance card or a fuel and maintenance card we have issued.
Card charge	A yearly charge (plus VAT) that we charge you for each card.
Card holder	The person you authorise to use the card.
Consequential losses	Losses that are not a direct result of anyone breaking any of the terms of this agreement.
Franchised outlets	Suppliers who are acting as our authorised selling agents and who hold franchise agreements with us or any of our associated companies.
Goods and services	Goods and services you can buy using the card including petrol, diesel, liquefied petroleum gas, engine oil, vehicle-related goods, tyres, batteries, exhausts, windscreen replacements, vehicle servicing, repairs, maintenance services, vehicle breakdown recovery, car hire and other services we may include from time to time.
We, us, our	Allstar Business Solutions Ltd.
You, your	The account holder set out in this agreement.

1. AUTHORISATION

By signing your card or using it you agree to keep to these conditions. It also means that you agree to pay us for any goods and services our franchised outlets supply to you or to the card holder.

2. USING THE CARD

The card is valid until its expiry date or until you or we cancel it, whichever happens earlier. Only you and the card holder can use the card. You must make sure that the card holder signs their name or writes their vehicle registration number on the back of the card (or does both) to prevent unauthorised use which you will be liable for. The card holder must present the card at the franchised outlet before they buy goods and services so that the franchised outlet is aware that they are about to make a sale as an agent for us.

The card holder must make sure that the correct vehicle registration number and mileage has been recorded on a voucher for each purchase.

If they do not do this or if they do not meet any other condition of this agreement, you are still responsible for any goods and services supplied to you, to the card holder or to another person, with or without your approval.

3. CARDS

Each card will show your name and the expiry date.

The card may also show the card holder's name, the registration number of the vehicle it is used for, our phone number, your phone number and the maximum amount (including VAT) the card holder can spend on goods and services in any one use without first getting our or your authorisation.

If the signature panel on the back of the card is marked or is not filled in correctly, a franchised outlet may confiscate the card.

We may charge a fee for issuing replacement cards. Franchised outlets may also refuse to accept the card if it is not being used in line with the conditions that we agree with franchised outlets.

4. ACCOUNTS

Each week (or other period we have agreed with you in writing) we will send you an invoice showing all purchases made using the card, less any credits or refunds.

You must pay the invoice in full, by direct debit, within 14 days (or other period we have agreed with you in writing) of the date of the invoice (the payment due date).

If you do not pay any amount by the payment due date

we will charge interest at a rate of 3% over the National Westminster Bank Plc base rate. We work out interest on a day-to-day basis on any amount outstanding on the payment due date until you pay the invoice in full.

We will continue to charge interest until you have paid the amount due, whether or not the agreement has ended or a court judgement has been made.

If any amount is still unpaid more than five weeks after the payment due date, we may cancel any or all of your cards and end this agreement (clause 9 of this agreement applies to any cards that we cancel).

We may charge you an administration fee if we do not receive a payment because there is not enough money in your account to cover the direct debit or because you have cancelled the direct debit.

We may also charge a fee for any copies of invoices or sales vouchers you ask us to send you for transactions dating back more than three months. However, we do not have to give you information about transactions dating back more than six months.

5. PAYMENTS

We will use your payments and any credits or refunds you are entitled to first to pay off any interest you owe us and second to reduce any amounts you owe.

If you make a claim against any franchised outlet or other supplier in relation to goods or services they have supplied to you or the card holder, you cannot take the amount of your claim from any money you owe us or claim it back from us. Also, we will not pay you directly for any amounts you are claiming from any franchised outlet or other supplier.

6. BREACH

If we find that you have given us false or incomplete information, or that you have broken any of the conditions in this agreement, we will demand that you pay us any money you owe us immediately. By doing this we will not lose any of our rights under clause 9 of this agreement.

7. LOST OR STOLEN CARDS AND UNAUTHORISED USE

If your card is lost or stolen, or someone who is not (or is no longer) authorised to use your card has it, you must phone us immediately and also tell us in writing by fax, e-mail or post within 48 hours of phoning us. (Please see clause 16 for our contact details).

Where we receive written details within 48 hours, you will not be responsible for any purchases made using that card from the date you phoned us. If you do not contact us in writing within 48 hours, you will be responsible for all purchases made with that card until we receive written notification. Once you have told us in writing about the loss, theft or unauthorised use of the card, and as long as you follow this clause in full and have met all of your obligations in this agreement, you will not be responsible for any new purchases made with that card by anyone other than you or a card holder.

You should tell us all you know about the circumstances of the loss or theft and take all reasonable steps to help to get the missing card back. This includes contacting the police and getting a crime reference number and giving that to us.

You must also make sure that anyone who is no longer authorised to use a card does not keep their card.

8. NOTICE

You must tell us immediately in writing if your name, address or bank details change. We will assume that any information we send by pre-paid post to the address we currently hold for you will reach you the day after we post it (not including Sundays or bank holidays).

9. CANCELLING CARDS AND CHANGING THIS AGREEMENT

All cards remain our property. We may, at any time, cancel any card, refuse to issue a new or replacement card, or end this agreement by sending you written notice. If we cancel your card or end this agreement, this will take effect immediately and you must return every card to us straight away.

If you write to us asking us to cancel a card or where we cancel any card, we may ask you to cut it in half for security reasons and return it to us. If you do not return the cancelled card, you will still be responsible for any purchases made with that card.

If you cancel a card or end this agreement, in line with this or any other clause in this agreement, you are still responsible for any purchases made with the card except for a card you have reported to us as lost or stolen, or a card that we agree to treat as lost or stolen. We may charge you an administration fee for treating the card as lost or stolen. If you use a card after it has been cancelled, we may charge you an administration fee and any costs associated with getting the cancelled card back. We may also charge you for any rewards we pay to franchised outlets for getting back cards which you ask us to cancel and which we agree to treat as lost or stolen.

If we write to you with details of any changes to this agreement and you or the card holder use the card, this shows that you accept those changes.

10. CARD CHARGE

Every year, we make a card charge on each card we issue. We may change the card charge at any time by telling you on your invoice. Any new card charge that we tell you about will be valid from the following anniversary of this agreement and we will charge you for any amounts due.

When we work out the card charge, we assume that all of your cards are used. If any of your cards are not used, or are used less than we thought they would be, we may work out an amended card charge based on the cards that are actually being used and apply that card charge to all of your cards, regardless of whether they are used. In this case, the amended card charge will apply from the start of this agreement.

11. EXCLUSIONS AND LIMITS

This agreement includes everything we are responsible or liable for. If something is not clearly mentioned in this agreement, we do not accept responsibility or liability for it. Also, we do not accept responsibility or liability for any obligations that are expressed or implied unless the law says that we cannot exclude responsibility for such obligations. Our total responsibility for goods and services you buy from us at franchised outlets is limited to the amount we can claim back from them, which we will then pass on to you. We are not responsible to you, and you are not responsible to us, for any loss of profits or goodwill or any other indirect or consequential losses resulting from anyone breaking any of the terms of this agreement. We cannot accept any liability that relates to the accuracy of, or using, the mileage capture system.

12. AGENCY, TRANSFER, CHANGE OF CONTROL AND SUBSIDIARIES

We may transfer all of our rights and responsibilities under this agreement. This may include the right to collect any debt you owe us. If we transfer our rights and obligations under this agreement to a third party, they will charge you a reasonable administration fee for collecting any outstanding debt. The third party will use the account details (your personal information or information about you) to help them to collect the debt. The third party will keep this information and use it to help other users of its services to make decisions about supplying future services to you. To help us carry out this agreement, we may also appoint an agent who may be any other company in the AllStar group or anyone else who agrees to be our agent. This agent will be entitled to use any of our rights under this agreement.

You must not transfer this agreement without our written permission.

If there is a change in ownership of more than 50% of your shares or a change in control of your organisation, or if your business changes significantly at any time during this agreement, we have the right to end this agreement immediately, and all of our responsibilities in it will end.

If we agree, we may issue cards to one of your subsidiary companies, which will then become your representative for the purpose of this agreement. This makes you and the subsidiary company jointly and separately responsible for keeping to the terms of this agreement.

13. THIS AGREEMENT

We will tell you about any alterations to the terms set out in this agreement. If we transfer this agreement to another person or organisation, its terms will still apply to you. Although we may vary this agreement at any time, it

contains all of the terms and conditions that will apply to how we supply the goods and services to you. This agreement replaces any earlier written or oral agreement. We can delay enforcing, or choose not to enforce, our rights under the agreement without losing them.

14. CREDIT CHECKS AND MARKETING

We, or a third party, may make, or ask our agents to make regular credit checks on you. This will involve giving information about you to licensed credit reference agencies.

Occasionally we may use the information you give us to let you know about the goods and services you can use your card for. We will also tell you about offers and other services that our group of companies provides.

15. This agreement is only governed by English law.

16. Contact details

You can contact us in the following ways:

By post: Allstar Business Solutions Limited
PD 56
PO Box 1463
Swindon
SN5 6PS

By phone: 0870 902 0645 (8am to 5.15pm, Monday to Friday not including bank holidays) or 0870 419 4321 (at all other times)

By fax: 0870 842 3255

By email: fuel.team@allstarbusinessolutions.co.uk

We may monitor and record phone calls. We do this so we can check what was said and also to help train our staff.

Cards are managed by Allstar Business Solutions Ltd, PO Box 1463, Swindon, Wiltshire SN5 6PS.

Registered number 2631112 England and Wales.

I, the Account Holder agree with these Terms and Conditions of Use

Print Name _____

Signature _____

Date _____



TERMS & CONDITIONS

DEFINITIONS

Agreement	This agreement between you and us, including the application form.
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Cards	A fuel card, a maintenance card or a fuel and maintenance card we have issued.
Card charge	A yearly charge (plus VAT) that we charge you for each card.
Card holder	The person you authorise to use the card.
Consequential losses	Losses that are not a direct result of anyone breaking any of the terms of this agreement.
Franchised outlets	Suppliers who are acting as our authorised selling agents and who hold franchise agreements with us or any of our associated companies.
Goods and services	Goods and services you can buy using the card including petrol, diesel, liquefied petroleum gas, engine oil, vehicle-related goods, tyres, batteries, exhausts, windscreen replacements, vehicle servicing, repairs, maintenance services, vehicle breakdown recovery, car hire and other services we may include from time to time.
We, us, our	Allstar Business Solutions Ltd.
You, your	The account holder set out in this agreement.

1. AUTHORISATION

By signing your card or using it you agree to keep to these conditions. It also means that you agree to pay us for any goods and services our franchised outlets supply to you or to the card holder.

2. USING THE CARD

The card is valid until its expiry date or until you or we cancel it, whichever happens earlier. Only you and the card holder can use the card. You must make sure that the card holder signs their name or writes their vehicle registration number on the back of the card (or does both) to prevent unauthorised use which you will be liable for. The card holder must present the card at the franchised outlet before they buy goods and services so that the franchised outlet is aware that they are about to make a sale as an agent for us.

The card holder must make sure that the correct vehicle registration number and mileage has been recorded on a voucher for each purchase.

If they do not do this or if they do not meet any other condition of this agreement, you are still responsible for any goods and services supplied to you, to the card holder or to another person, with or without your approval.

3. CARDS

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The card may also show the card holder's name, the registration number of the vehicle it is used for, our phone number, your phone number and the maximum amount (including VAT) the card holder can spend on goods and services in any one use without first getting our or your authorisation.

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You must pay the invoice in full, by direct debit, within 14 days (or other period we have agreed with you in writing) of the date of the invoice (the payment due date).

If you do not pay any amount by the payment due date

we will charge interest at a rate of 3% over the National Westminster Bank Plc base rate. We work out interest on a day-to-day basis on any amount outstanding on the payment due date until you pay the invoice in full.

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5. PAYMENTS

We will use your payments and any credits or refunds you are entitled to first to pay off any interest you owe us and second to reduce any amounts you owe.

If you make a claim against any franchised outlet or other supplier in relation to goods or services they have supplied to you or the card holder, you cannot take the amount of your claim from any money you owe us or claim it back from us. Also, we will not pay you directly for any amounts you are claiming from any franchised outlet or other supplier.

6. BREACH

If we find that you have given us false or incomplete information, or that you have broken any of the conditions in this agreement, we will demand that you pay us any money you owe us immediately. By doing this we will not lose any of our rights under clause 9 of this agreement.

7. LOST OR STOLEN CARDS AND UNAUTHORISED USE

If your card is lost or stolen, or someone who is not (or is no longer) authorised to use your card has it, you must phone us immediately and also tell us in writing by fax, e-mail or post within 48 hours of phoning us. (Please see clause 16 for our contact details).

Where we receive written details within 48 hours, you will not be responsible for any purchases made using that card from the date you phoned us. If you do not contact us in writing within 48 hours, you will be responsible for all purchases made with that card until we receive written notification. Once you have told us in writing about the loss, theft or unauthorised use of the card, and as long as you follow this clause in full and have met all of your obligations in this agreement, you will not be responsible for any new purchases made with that card by anyone other than you or a card holder.

You should tell us all you know about the circumstances of the loss or theft and take all reasonable steps to help to get the missing card back. This includes contacting the police and getting a crime reference number and giving that to us.

You must also make sure that anyone who is no longer authorised to use a card does not keep their card.

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You must tell us immediately in writing if your name, address or bank details change. We will assume that any information we send by pre-paid post to the address we currently hold for you will reach you the day after we post it (not including Sundays or bank holidays).

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If you write to us asking us to cancel a card or where we cancel any card, we may ask you to cut it in half for security reasons and return it to us. If you do not return the cancelled card, you will still be responsible for any purchases made with that card.

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If we write to you with details of any changes to this agreement and you or the card holder use the card, this shows that you accept those changes.

10. CARD CHARGE

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When we work out the card charge, we assume that all of your cards are used. If any of your cards are not used, or are used less than we thought they would be, we may work out an amended card charge based on the cards that are actually being used and apply that card charge to all of your cards, regardless of whether they are used. In this case, the amended card charge will apply from the start of this agreement.

11. EXCLUSIONS AND LIMITS

This agreement includes everything we are responsible or liable for. If something is not clearly mentioned in this agreement, we do not accept responsibility or liability for it. Also, we do not accept responsibility or liability for any obligations that are expressed or implied unless the law says that we cannot exclude responsibility for such obligations. Our total responsibility for goods and services you buy from us at franchised outlets is limited to the amount we can claim back from them, which we will then pass on to you. We are not responsible to you, and you are not responsible to us, for any loss of profits or goodwill or any other indirect or consequential losses resulting from anyone breaking any of the terms of this agreement. We cannot accept any liability that relates to the accuracy of, or using, the mileage capture system.

12. AGENCY, TRANSFER, CHANGE OF CONTROL AND SUBSIDIARIES

We may transfer all of our rights and responsibilities under this agreement. This may include the right to collect any debt you owe us. If we transfer our rights and obligations under this agreement to a third party, they will charge you a reasonable administration fee for collecting any outstanding debt. The third party will use the account details (your personal information or information about you) to help them to collect the debt. The third party will keep this information and use it to help other users of its services to make decisions about supplying future services to you. To help us carry out this agreement, we may also appoint an agent who may be any other company in the Allstar group or anyone else who agrees to be our agent. This agent will be entitled to use any of our rights under this agreement.

You must not transfer this agreement without our written permission.

If there is a change in ownership of more than 50% of your shares or a change in control of your organisation, or if your business changes significantly at any time during this agreement, we have the right to end this agreement immediately, and all of our responsibilities in it will end.

If we agree, we may issue cards to one of your subsidiary companies, which will then become your representative for the purpose of this agreement. This makes you and the subsidiary company jointly and separately responsible for keeping to the terms of this agreement.

13. THIS AGREEMENT

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contains all of the terms and conditions that will apply to how we supply the goods and services to you. This agreement replaces any earlier written or oral agreement. We can delay enforcing, or choose not to enforce, our rights under the agreement without losing them.

14. CREDIT CHECKS AND MARKETING

We, or a third party, may make, or ask our agents to make regular credit checks on you. This will involve giving information about you to licensed credit reference agencies.

Occasionally we may use the information you give us to let you know about the goods and services you can use your card for. We will also tell you about offers and other services that our group of companies provides.

15. This agreement is only governed by English law.

16. Contact details

You can contact us in the following ways:

By post: Allstar Business Solutions Limited
PO 56
PO Box 1463
Swindon
SN5 6PS

By phone: 0870 902 0645 (8am to 5.15pm, Monday to Friday not including bank holidays) or 0870 419 4321 (at all other times)

By fax: 0870 842 3255

By email: fuel.team@allstarbusinessolutions.co.uk

We may monitor and record phone calls. We do this so we can check what was said and also to help train our staff.

Cards are managed by Allstar Business Solutions Ltd, PO Box 1463, Swindon, Wiltshire SN5 6PS.

Registered number 2631112 England and Wales.

THE DIRECT DEBIT GUARANTEE

You should keep this guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Arval UK Ltd. will notify you at least 14 days in advance of your account being debited or as otherwise agreed.
- If an error is made by Arval UK Ltd. or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to Banking Service PD27, Arval, Arval Centre, Windmill Hill, Swindon, Wiltshire SN5 6PE.

