



## Activate your direct debit service today

To activate your Direct Debit service, please complete and return the enclosed Direct Debit Request with confirmation of your savings or cheque account details. Please ensure you keep a copy of this form along with the customer service agreement for your records.

Please note that Direct Debit repayments are only available from your savings or cheque account.

It's important that you confirm your savings or cheque account details by including one of the following with your Direct Debit Request:

- A photocopy of your encoded account deposit slip or cheque or
- A photocopy of your account statement (please blank out all transaction details) or
- A letter from your financial institution referring specifically to the nominated account details.

**Fax your completed Direct Debit request and savings/cheque account details to 1300 109 096 or alternatively mail them to:**

**Reply Paid AAA260  
GPO Box 1678,  
Melbourne Vic 8060**

**Please remember your Direct Debit facility will not be activated without your signed Direct Debit Request and confirmation of your savings or cheque account details.**

Your Direct Debit service will be activated within two days of receiving your completed request and confirmation of account details. Please note that we will not be reimbursing any dishonour or referral fees for non-receipt of your Direct Debit form.

If you have any questions concerning Direct Debit please contact us on 13 23 73 (Mon to Fri 8am to 8pm, Sat 9am to 5pm EST).

# DIRECT DEBIT FORM

## REQUEST FOR DEBITING AMOUNT TO ACCOUNTS BY THE DIRECT DEBIT SYSTEM



Contract Number

Date (DD/MM/YYYY)

Insert name and address of Financial Institution at which your account is held

Insert your name in full

Surname, Company name or Business name

Given names

I/We

request Australia and New Zealand Banking Group Limited ABN 11 005 357 522 (ANZ) - 'the User' (User ID number 143922), until further notice in writing, to arrange for funds to be debited to my/our account described in the schedule below at the Financial Institution identified above.

I/We acknowledge that in signing this document in the space below that I/we have received a copy of the Direct Debit Request and understand that this Direct Debit arrangement is governed by the terms of the Customer Service Agreement received from ANZ.

Customer signature(s)

If joint account all signatures may be required

Customer address

### THE SCHEDULE

Insert name of account which is to be debited

BSB Number\*

Account Number\*

\* If you are unsure of your BSB or account number, please contact your Financial Institution.

**Note:** Direct Debiting is not available on the full range of accounts. If in doubt please refer to your Financial Institution.

If applicable, first payment and/or Fees Amount

Please remember your direct debit facility will not be activated if we do not receive confirmation of your savings or cheque account details.

### DIRECT DEBIT REQUEST – CUSTOMER SERVICE AGREEMENT

#### Our Commitment To You

We will only direct debit from your nominated account that you have authorised. We will direct debit all amounts payable under your contract, including repayments (based upon the contract payment amount and date of your finance agreement) and fees and charges except where: 1) The due date falls on a non-business day, we will draw the amount on the next business day. 2) At your request we agree to direct debit the first payment amount and/or fees as contained in the schedule of your contract agreement. 3) At your request we agree to a temporary variation to the payment schedule of your contract agreement. 7 working days notice must be provided before the next payment due date is scheduled. 4) You otherwise request or authorise us to do so. 5) Due to technical problems we are unable to process the drawing on the due date, we will process the drawing on the next business day after the technical problems have been resolved. 6) We are instructed by a credit tribunal or other legal body to vary the payment schedule. We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice. We reserve the right to cancel this Direct Debit arrangement if the first payment and/or fees drawing is returned unpaid, otherwise three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method. We will use the information you provide about your nominated account solely to administer payment of your finance agreement. This information will be kept private and confidential.

#### Your Rights

You may cancel or suspend the Direct Debit Request at any time by giving either us or your Financial Institution written notice which must be signed and dated. Such notice should be provided at least 14 days before the next payment due date. You may change your nominated Direct Debit account details by completing a new Direct Debit Request form. Where you believe we have Direct Debited your account incorrectly you may contact us on 13 23 73 and we will resolve your inquiry within 7 days or lodge a Direct Debit claim through your nominated Financial Institution.

#### Your Responsibility

It is your responsibility to ensure that your nominated Financial Institution is party to the direct debit account you have selected. It is your responsibility to ensure sufficient cleared funds are available in the nominated account to meet a drawing on its due date. It is your responsibility to ensure that the full amounts of payments detailed in the schedule of your finance agreement with us continue to be fulfilled in the event you cancel, suspend or vary the direct debit amount.