

Direct Debit Request



Request to establish Debit Authority within the Direct Debit System

Financial Institution Name: Bendigo & Adelaide Bank Limited

Institution Address: The Bendigo Centre

City, State and Postcode: Bendigo, VIC 3550

I/We _____

Customer Name(s) giving Direct Debit Request

Customer Residential Address (RENTAL ADDRESS)

Postcode: _____

Authorise **(PRDnationwide Geelong Pty Ltd 77 136 981 210)** with User ID Number **(345469)**

to arrange for funds to be debited from my/our account, held with the Financial Institution identified above, as described in The Schedule below.

Payment Details:

The rental amount to be debited: _____ Commencement date: _____

Frequency of payment: WEEKLY FORTNIGHTLY MONTHLY (please circle)

The Schedule

Details of account to be debited:

Account held in the name(s) of: _____

Financial Institution's BSB: _____

Account Number: _____

(Please check with your Financial Institution to ensure the account nominated will facilitate direct debiting. See attached Service Agreement Clause 5.)

Direct Debit Request Authorisation

I/We have read and understood the "Service Agreement" overleaf and acknowledge and agree to it.

I/We request this Arrangement remain in force in accordance with The Schedule described above and in compliance with the "Service Agreement" overleaf.

Customer(s) Signature: _____ Date: _____

_____ Date: _____

OFFICE USE: Form Completed Correctly _____ Staff Member

Entered into REST _____ Date

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Service Agreement

1. **(PRDnationwide Geelong Pty Ltd)** (the "Debit User") will debit the BSB/Account nominated in The Schedule of this Direct Debit Request as specified.
2. **(PRDnationwide Geelong Pty Ltd)** will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.
3. The customer(s) may request **(PRDnationwide Geelong Pty Ltd)** to defer or alter the payment amount specified in the Schedule of this Direct Debit Request. Requests authorising these changes may be made by phoning or written advice to **(PRDnationwide Geelong Pty Ltd)**. Customer(s) may change the:
 - Due Date of Payment
 - Payment Amount
 - Frequency of Payment

Customer(s) wishing to vary the drawing account details specified in The Schedule of this Direct Debit Request must provide signed authority for such changes to be effected.

4. In compliance with the Industry's Direct Debit Claims Process, **(PRDnationwide Geelong Pty Ltd)** will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. **(PRDnationwide Geelong Pty Ltd)** will endeavor to resolve this matter within the Industry agreed timeframes. Customer(s) may visit any branch of their financial institution and complete a "Direct Debit System Claim Request" form to initiate the process.
5. **(PRDnationwide Geelong Pty Ltd)** advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.
6. It is the customer(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request.
7. **(PRDnationwide Geelong Pty Ltd)** advises the debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day **(PRDnationwide Geelong Pty Ltd)** will initiate the debit drawing on the next open business date. Customer(s) may direct processing inquiries to their financial institution.

A closed business day is defined as any calendar day on which the customer(s) financial institution is not open for direct debit processing. That is

- Weekends
- Public Holiday – State
- Public Holiday – National

8. Where an unpaid debit item is returned by the customer(s) financial institution, **(PRDnationwide Geelong Pty Ltd)** will, apply an Outward Dishonor Fee to the customer(s) account.
9. Customer(s) who wish to cancel this Direct Debit Request must notify **(PRDnationwide Geelong Pty Ltd)** in writing not less than 7 days before the next scheduled debit drawing. This request may be directed to **(PRDnationwide Geelong Pty Ltd)** or to a customer(s) financial institution.
10. **(PRDnationwide Geelong Pty Ltd)** requests the customer(s) to direct all inquires, disputes requests for payment changes or cancellation directly to them
11. **(PRDnationwide Geelong Pty Ltd)** agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.