



Our privacy policy is available at bankofmelbourne.com.au or by calling 13 22 66 and covers how we handle your personal information.

(✓) Please tick

- New [] Complete 1, 2, 3, 4, 5 (if applicable) and 7
Amendment to existing authority [] Complete 1, 2, 3, 4, 5 (if applicable) and 7
Cancellation [] Complete 1, 2, 3, 6 and 7

1. Customer Details

Portfolio Loan Sub-account or Get Set loan account number for Credit

Grid for account number input

Name

Text input for Name

Address

Text input for Address

Postcode

Text input for Postcode

Contact No. (Home)

Text input for Contact No. (Home)

Contact No. (Work)

Text input for Contact No. (Work)

2. Direct Debit Request for Nominated Transaction Account at another Financial Institution Automatic Transfer Authority for Nominated Transaction Account at Bank of Melbourne

[] By signing this document, I/we authorise Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ACL 233714 ("Bank of Melbourne") Debit User Number 413760 to debit my/our account, detailed in Section 3 below, through the Direct Debit System, with any amounts I/we must pay the Debit User when due under the arrangement between the Debit User and me/us.

OR

[] I/We authorise Bank of Melbourne to withdraw from my/our Bank of Melbourne transaction account number, detailed in Section 3 below, each month the minimum monthly loan repayment together with other amounts due and payable under the terms and conditions applying to the Portfolio sub-account or Get Set loan account.

I/We understand and agree that:

- where insufficient funds are available in the nominated savings account to meet the repayment due, no amount will be transferred from the nominated savings account that month.
• this authority remains in force until Bank of Melbourne receives written notice of my/our death or bankruptcy; or that I/we cancel or vary the authority; or Bank of Melbourne cancels the authority.
• without limiting when Bank of Melbourne may cancel this authority, Bank of Melbourne may do so if there are insufficient funds available in the nominated savings account to make the transfer three consecutive times.

3. Nominated Transaction Account

Name of Financial Institution

Text input for Name of Financial Institution

Address of Financial Institution

Text input for Address of Financial Institution

BSB Number

Grid for BSB Number input

Account Number

Grid for Account Number input

Account Title

Text input for Account Title

Account Type

Text input for Account Type

(Direct Debiting is not available on full range of accounts. If in doubt please refer to the financial institution at which the account is held)

This authority is to remain in force until further notice.



4. Minimum Monthly Repayment Instructions

(This section must be completed before proceeding to Section 5)

Please nominate commencement date (must be on or before the 25th of the month)

Minimum Monthly Repayment

____ / ____ / ____

5. Extra Payment Instructions

Extra Payment (this option is for variable rate loans only and can only be used with the minimum monthly repayment option)

Please nominate commencement date (must be on or before the 25th of the month for Monthly option)

Weekly \$ _____ amount Day _____ / ____ / ____
Fortnightly \$ _____ amount Day _____ / ____ / ____
Monthly \$ _____ amount _____ / ____ / ____

6. Cancellation

Direct Debit Request for Nominated Transaction Account at another Financial Institution

I/We hereby cancel my/our existing Direct Debit arrangement with Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ACL 233714("Bank of Melbourne") Debit User Number 413760 with respect to the payment of the loan account set out in the Section 1 of this form.

Automatic Transfer Authority for Nominated Transaction Account at Bank of Melbourne.

I/We hereby cancel my/our existing authority for Automatic Transfer with respect to the payment of the loan account set out in Section 1 of this form.

7. Customer Signature

To be signed according to the authority held on the Nominated Transaction Account

Signature

Signature

X

X

Date

Date

____ / ____ / ____

____ / ____ / ____

8. Branch Use Only

Where payment method is to be by Direct Debit Request, a Direct Debit Request Service Agreement was issued to customer on ____ / ____ / ____ by _____

(Bank Officer's/Broker's name)

Branch Stamp

Input by

Staff Name

Contact Number

Office Use
1 Payment Option 1
2 Payment Option 2

After input please forward completed form to Locked Bag 20037, Melbourne VIC 3001



Debit User's Name and Address

Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ACL 233714
Level 8, 530 Collins Street, Melbourne VIC 3000
User ID: 420440

You have entered or are about to enter into an arrangement under which you make payments to us. You want to make those payments by use of the Direct Debit System.

This agreement sets out the terms on which we accept and act under a Direct Debit Request ("your Direct Debit Request") you give us, to debit amounts from your account under the Direct Debit System for the purpose of making repayments on a loan we made. The loan details are on your Direct Debit Request.

This agreement is additional to the arrangement under which you make payments to us.

Please ensure you keep a copy of this agreement as it sets out certain rights you have against us and certain obligations you have to us, due to giving us your Direct Debit Request.

When we are bound by this agreement

- 1. We agree to be bound by this agreement when we receive your Direct Debit Request, complete with the particulars we need to draw an amount under it.

What we agree and what we can do

- 2. We only draw money out of your account in accordance with the terms of your Direct Debit Request.
- 3. We give you a statement every 6 months for personal loans, which show the amounts paid to your loan which we draw under your Direct Debit Request.
- 4. On giving you at least 14 days' notice, we may:
 - change our procedures in this agreement;
 - change the terms of your Direct Debit Request; or
 - cancel your Direct Debit Request.

For example, and without limiting when Bank of Melbourne may cancel your Direct Debit Request, we may do so if we cannot draw an amount in accordance with your Direct Debit Request three consecutive times.

- 5. You may ask us to:
 - alter the terms of your Direct Debit Request;
 - defer a payment to be made under your Direct Debit Request;
 - stop a drawing under your Direct Debit Request; or
 - cancel your Direct Debit Request,

by attending your local branch and completing a form at least 10 working days before a payment is due under your Direct Debit Request.

- 6. You may dispute any amount we draw under your Direct Debit Request by contacting us on 13 22 66 with your loan number and details of the disputed amount. Also, you may dispute a drawing with your financial institution.
- 7. We deal with any dispute under clause 6 of this agreement as follows:
 - we use internal reports to confirm dispute details and contact the other financial institution where necessary; and

- we undertake to complete inquiries, resolve disputes and inform you within seven business days of receiving your inquiry on the disputed amount, if the disputed transaction is less than 12 months old, and one month if the disputed transaction is more than twelve months old.
- 8. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the next business day.
- 9. We may credit your loan account with a payment amount before we seek to draw the payment in accordance with your Direct Debit Request. If that drawing is rejected, we reverse the credit we made to your loan account.
- 10. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we will advise you in writing and you will need to make alternate arrangements to make the payment. We may charge you a fee if our attempt to make a drawing under your Direct Debit Request is rejected.
- 11. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless:
 - you dispute any amount we draw under your Direct Debit Request and we need to disclose any information, relating to your Direct Debit Request or to any amount we draw under it, to the financial institution at which your account is held; or
 - you consent to that disclosure; or
 - we are required to disclose that information by law.

What you should consider

- 12. Not all accounts held with a financial institution are available to be drawn on under the Direct Debit System.
- 13. Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request are completed correctly.
- 14. Please enquire of your financial institution, if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request on a day which is not a business day.
- 15. You are responsible to ensure there are sufficient clear funds available in your account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request.
- 16. We request you to direct:
 - all requests to stop or cancel your Direct Debit Request to us or your financial institution; and
 - all enquiries relating to any dispute under clause 6 of this agreement to us or your financial institution.