



## **Direct Debit Service Agreement:**

### **Drawing arrangements:**

We will advise you, in writing, the details of the direct debit drawing arrangements (amount – frequency - commencement date) at least 1 calendar days prior to the first drawing. Where the due date falls on a non-business day, we will draw the amount on the next business day. We will not change the amount or frequency of drawing arrangements without your prior approval. We reserve the right to cancel the direct debit drawing arrangements if two or more drawings are returned unpaid by your nominated Financial Institution & to arrange with you an alternative payment method. We will keep all information pertaining to your nominated Financial Institution account private and confidential.

### **Your rights:**

You may terminate the drawing arrangements or stop payment of a drawing at any time by giving notice to us, which should be received by us at least 5 business days prior to the due date. You may request change to the drawing amount and/or frequency of drawings by contacting us and advising your requirements no less than 5 business days prior to the due date. Where you consider that a drawing has been initiated incorrectly, you should take the matter up directly with us.

### **Your responsibilities:**

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date. It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by your Financial Institution. It is your responsibility to advise us if the account nominated by you to receive drawings is transferred or closed and to arrange with us a suitable alternative payment method if the drawing arrangements are cancelled either by you or your Financial Institution.