

Direct debit form completion guidelines

1. Print one copy of the Direct debit request form.
2. Ask the account holder to complete the fields marked on the Direct debit request form.
3. Keep this completed document separate. You will need to fax this to the Credit Provider for settlement to occur.
4. Once you have been advised that settlement is complete, please return the original document to the Credit Provider.

Direct Debit Request

Request for Debiting Amount to Accounts by the Direct Debit System

Contract Number:

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 Date:

Name & address of where the account is held → Insert name and address of Financial Institution at which your account is held:

Insert your name in full: I/We
(Surname, Company name or Business name) (Given names)

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.

Account holder(s) signature(s) → Customer signature(s)
(If joint account all signatures may be required)

Customer address

THE SCHEDULE

Insert name of account which is to be debited

Drawing account BSB and account number → BSB Number* * If you are unsure of your BSB or account number, please contact your Financial Institution.

Account Number*

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 \$
If applicable, first rental / fee 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 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.

Provide this section to the account holder

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Please note: The image used in this guideline document is only for illustrative purposes and is provided to assist you in completing the documentation.