CommonwealthBank

Commonwealth Bank of Australia
ABN 48 123 123 124
Australian credit licence 234945

Direct Debit Requests on Transaction Accounts
(Stop Payments, Cancel Arrangements and Customer Claims)

> ⓘ You can use this form to:
> - Stop payment(s) until further notice from your transaction account to your Direct Debit User i.e. merchant (Section 3)
> - Permanently cancel an existing Direct Debit Request (Section 4)
> - Seek a refund from your Direct Debit User i.e. merchant for payment(s) initiated without your authority (Section 5)
>
> **Important Note**: This notice is not suitable if a Credit Card number or Debit MasterCard number has been provided in the set up of the direct debit payment. If a Credit Card or Debit MasterCard number has been provided, you will need to contact the merchant directly to stop or cancel payments. Please refer to details in the Conditions of Use handout.

Section 1 – Personal details

Please enter the full account title as appears on your statement (if held in joint names, details of all parties to be included)

Address (PO Box is not acceptable)

State   Postcode

BSB   Account number

Section 2 – Direct Debit User details

Name of Direct Debit User (must be provided)   Date of last payment   Amount

$

APCA User ID   (6 digit Direct Debit User ID code – can be extracted from Client Data Enquiry)

Section 3 – Stop payments

☐ **Stop all payments to the Direct Debit User until further notice**
Effective today, please stop payment of all future direct debits to the Direct Debit User specified in Section 2 until further notice. I accept that if multiple direct debits are set up with this Direct Debit User, all direct debits to them will be stopped.

Section 4 – Cancel my Direct Debit Request

☐ **Permanently cancel my Direct Debit Request**
Please arrange to permanently cancel my Direct Debit Request* and effective today, stop any payment of all future direct debits to the Direct Debit User specified in Section 2. I accept that if multiple direct debits are set up with this Direct Debit User, all direct debits to them will be stopped (note a new cancellation request is required for each payment authority being cancelled).

Please provide details of your billing number, contract or policy number that you supplied to the Direct Debit User. If unknown, include the transaction description from your statement.

> ⓘ ***Note:** The Commonwealth Bank will notify the Direct Debit User of your cancellation instructions via their sponsor Financial Institution. You should allow at least 10 days for the request to be received and processed by the Direct Debit User.

Section 5 – Customer claim on disputed transactions

I believe that money has been incorrectly withdrawn from my account by this Direct Debit User and request that you seek restitution on my behalf because:

☐ I have not given this Direct Debit User any authority to draw funds from my account; or

☐ Payment(s) against an existing or former authority were unauthorised for the following reasons:

Section 5 – Customer claim on disputed transactions (continued)

If you have previously contacted the Direct Debit User to cancel your authority, please let us know the date

> **Note:** I understand that effective today, a stop will apply on all future direct debits to the Direct Debit User specified in Section 2. I accept that if multiple direct debits are set up with this Direct Debit User, all direct debits to them will be stopped.

Transaction details for disputed Direct Debits
Please list all transactions being claimed individually. Attach a separate page if there are insufficient lines:

Date debited	Amount	Customer statement description
	$	
	$	
	$	
	$	
	$	
	$	
	$	

Any other details of claim

> **Note:** The Direct Debit User has the right to dispute your claim. They are required to respond to us within 5 business days (or within 1 month for transactions which occurred more than 12 months ago) to either refund the amount you have claimed, or provide evidence to support their dispute of your claim. If the Direct Debit User disputes your claim and you disagree with their decision, you can lodge a further claim with us and the dispute will, in most cases, be resolved within 1 month.

Section 6 – Authorisation (must be completed in all cases)

☐ I/We authorise and request the Commonwealth Bank to take action specified in the completed sections of this form

Signature of customer 1	Date	Signature of customer 2	Date
X		X	

☐ Direction(s) to proceed provided by phone
(If disputed transaction(s) involved, apply stop to prohibit DDR payments but notify customer that a signed notice is required to finalise. Please ask customer to provide ASAP by going to nearest branch to complete).

Full Name of customer supplying details

Bank use only

Customer's Stop Payment direction under sections 3, 4 & 5 to be processed immediately before faxing form to Melbourne Processing Services)

☐ Customer identified

☐ If multiple account holders, Method of Operation confirmed

DDA Stop (CommSEE file change) *Only applicable to accounts not on the new banking platform.

☐ DD Stop User ID known   Tran code `3 1 5`   Sub code `12`   Debit User ID#

☐ DD Stop without User ID   Tran code `3 1 5`   Sub code `9`   Detail   `Add`

#enter Debit User ID from Section 2 or look up Client Data Enquiry if first payment debited

A. Passbook Stop (CommSEE maintenance)
Step 1. *Select Add/Remove Account Stop*, Step 2. *Select Add Stop*, Step 3. *Stop Reason Direct Entry*, Step 4. *Enter comment.*

B. Accounts on the new banking platform
Step 1. *Select Add/Remove Direct Entry Stop*, Step 2. *Select Add Stop*, Step 3. *Enter APCA ID and details*, Step 4. *Submit.*

For DDA & Passbooks

CommSEE Stop Input by   Date Stop Input

Branch   BSB

Telephone number   Facsimile number   Mobile number

☐ Form faxed to PS immediately on **(03) 8327 0283**

☐ Imaging arranged for DDR notice