



Direct Debit Request (DDR) Service Agreement

Personal Loan/Home Loan

Section 1



- Please ensure that you have read the following before sending in the Direct Debit Request.
- Please retain this page for your records.

- If you are not happy with any changes we make, you may cancel this Direct Debit Request Service Agreement without penalty upon written notice to us, subject to you making alternative arrangements for payment which are satisfactory to us.
- By signing a Direct Debit Request, you request and authorise us to arrange for funds to be debited from your account:
 - a) where an Application Fee is applicable;
 - b) where you have selected Rate Lock in your application and the Rate Lock Fee is payable at the time of application;
 - c) where a Trustee is included in your application (as a borrower or guarantor) and a Trust Investigation Fee is payable at the time of application;
 - d) either according to the loan agreement which we have with you (or either of you or a third party) or as provided in this Service Agreement. The amounts drawn will be as due under that loan agreement or any agreed variations to it thereafter or any greater amount which you, either of you, or a third party instruct us to draw, provided such instruction is given in the manner specified in the operating authority held by us in connection with your account. Where the amount due under the loan agreement decreases, the Bank at its discretion may decrease the amount drawn from your account or, unless you instruct us to decrease it, continue to draw the higher amount.


We will arrange for funds to be debited from your account:

- i) as requested and authorised in the Direct Debit Request; or
- ii) according to any notice sent to you specifying the amount payable and the date the payment is due; or
- iii) in accordance with this Service Agreement.

The payment will be deducted from your nominated account on the payment due date. If the due date for payment falls on a non-working day or a national public holiday, the payment will be processed on the next working day.

- It is your responsibility to ensure that you have sufficient funds in the nominated account when payments are to be drawn. If you do not have sufficient funds, then:
 - a) the payment will be regarded as not having been made;
 - b) a fee may be charged to your account;
 - c) if the nominated account is conducted with the Commonwealth Bank then we may, on a day subsequent to the payment due date, debit funds from your account, either in full or partial payment of any amount overdue.
- You should be aware that:
 - a) Direct Debiting through Bulk Electronic Clearing System is not available on all accounts;
 - b) Account details should be checked against a recent statement from your financial institution. If you are in any doubt, you should check with your ledger financial institution before completing the Direct Debit Request; and
 - c) It is your responsibility to advise us if your nominated account is altered, transferred or closed.
- If you believe there has been an error in debiting your account you should contact the branch where your loan account is held as soon as possible so that we can resolve your query quickly.
- Your records and account details will be kept private and confidential and will only be disclosed at your request or at the request of the financial institution in connection with a claim made to an alleged incorrect or wrongful debit, or otherwise as required by law.
- For all matters relating to the Direct Debit arrangement on your account, including requests for deferment of debits, alteration of debit arrangements or stopping or cancelling your Direct Debit Request, please call us on **13 2221** from 8am to 8pm, Monday to Friday or visit any Commonwealth Bank branch.

Direct Debit Request (DDR) Personal Loan/Home Loan

 Use this form to set up, maintain and cancel the Direct Debit repayment arrangements for Personal Loans/Home Loans.

Loan account number

Section 1 – Authority

Customer's authority (Name of customer(s) giving the DDR)

I/We

Authorise and request you

Name of Debit User

APCA user ID number

to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System or to debit my/our account by any other means.

This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement.

Nominated Customer's residential address (PO Box is not acceptable)

State	Postcode	

Name and address of Financial Institution at which your account to be debited is held

State	Postcode	

Account name (please insert your name in full)

BSB number


Account number

ABN/ARBN (if applicable)

Branch name

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Rate lock to be added (for home loan customers only)

 **Please Note:** Direct Debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution.

Section 2 – Additional Requests and Changes


Please tick (✓) if applicable requests

Frequency: Change my Direct Debit from to commencing on
 e.g. from **weekly**, **fortnightly** or **monthly**.

Amount

Set up my Direct Debit for \$ per (e.g. week or fortnight)
 commencing on

Increase Decrease (select one) my Direct Debit to \$ per
 commencing on

 **Note:** Your Direct Debit amount may change if your Required Monthly Repayment Amount changes because of interest rate changes or if you redraw funds from your loan. This means that the Bank will always debit the higher of either the amount that you nominated or the Required Monthly Repayment Amount.

Suspend: Suspend my next (enter number of repayments) Direct Debits commencing

I confirm I have made alternative arrangements to meet the Required Monthly Repayment Amounts during this period.

I acknowledge that my Direct Debit arrangement will recommence on

Section 2 – Additional Requests and Changes (continued)

Cancel: Cancel my Direct Debit.

Please arrange to cancel my Direct Debit Request Arrangement and stop payment of all future Direct Debits to the Direct Debit User specified in Section 1. I confirm I am making alternative arrangements to meet my Required Monthly Repayment Amount and I acknowledge that if multiple Direct Debits are set up for this Loan Account all Direct Debits will be cancelled.



Notes:

- Changes to your repayments will take up to 3 business days. Your current repayment arrangements will apply during this processing time.
- Your request is subject to the terms and conditions of your loan which are available upon request or from commbank.com.au

Section 3 – Declaration

If in joint name(s) all signatures may be required.

I/We authorise the following:

1. The Debit User to verify the details of the abovementioned account with my/our financial institution.
2. The financial institution to release information allowing the Debit User to verify the details of the above mentioned account.

Signature

Date

Signature

Date

Signature

Date

Signature

Date