

Request to change Bank Account Details



Send your completed form to:
Merchant Services, PO Box 4086, Parramatta NSW 2150, or
 Fax: **1300 309 194**
 Email: **MerchantMaintenance@cba.com.au**

Section 1 – Merchant details

My details are:

Name

Trading as

Merchant number(s)

Contact phone number

Section 2 – New Account details

Please change the bank account details for my merchant facility to:

Financial Institution (If new nominated account is not with CBA, please refer to Section 3 for additional documents required)

Account name

BSB

Account number

Account for payment of fees and charges (if different from the settlement account listed above)

Account name

BSB

Account number

Section 3 – Direct Debit Request (DDR) – Applies where the New Account is not with us

If your new nominated bank account is with another financial institution please provide one of the following documents; a bank statement, cheque or deposit slip or a letter from your bank.

This document must contain the following information; BSB, account number, bank logo and full account name.

You authorise and request us – User ID 1191 (credit card fees/charges) and User ID 00952 (EFTPOS fees/charges) – to arrange for funds to be debited from your account(s) set out above through the Bulk Electronic Clearing System (BECS). You authorise the Bank to verify the details of the account with your financial institution and warrant that you have account authority to sign this DDR. If you do not have the account authority to sign the DDR, please contact us and we will provide a separate form for the signatories to complete. You acknowledge that this authority is governed by and will remain in force in accordance with the Direct Debit Service Agreement set out on the reverse of this page. If your account is with another financial institution you will need to provide us with account proof in the form of a Bank statement, Letter from your Bank or cheque slip, which shows us your Bank logo, name of the account and account number and the BSB.

Section 4 – Signature(s)



Please note:

- If two or more partners or directors, at least two must sign this form,
- For new partners or directors, please also forward a copy of your drivers licence,
- If two or more proprietors all must sign this form.

Position

Name

Signature

Date

Position

Name

Signature

Date

1 Debiting your account

- By signing a Direct Debit Request, **you** have authorised **us** to arrange for funds to be debited from your nominated **account** according to the agreement **we** have with **you**.
- As your nominated **account** is held with another financial institution, the debit for fees will be processed to your **account** after the second Bank business day of the month.
- **We** will keep your direct debit records and **account** details private unless this information is required by **us** to investigate a claim made on it relating to an alleged incorrect or wrongful debit, or as otherwise required by law.
- In the event of a debit returned unpaid, **we** may attempt to contact **you** to discuss payment arrangements and/or **we** may attempt a redraw on your **account**.

2 Enquiries

- If **you** believe there has been an error in debiting your **account**, **you** should call **us** on **1800 230 177** (freecall) and confirm the details in writing with **us**.
- If **our** investigations show that your **account** has been incorrectly debited, **we** will arrange for your financial institution to adjust your **account** accordingly. **We** will also notify **you** in writing of the amount by which your **account** has been adjusted.
- If **our** investigations show that your **account** has not been incorrectly debited, **we** will respond to your query by providing **you** with reasons and copies of any evidence for this finding.
- Any queries **you** may have about an error made in debiting your **account** should be directed to **us** in the first instance so that **we** can attempt to resolve the matter between **you** and **us**. If **we** cannot resolve the matter, **you** can still refer it to your financial institution.

3 Changes by us or you

We may vary any details in this agreement at any time by giving **you** at least 14 days' written notice. **You** may cancel, defer or alter your authority for **us** to debit your **account** at any time by giving **us** 10 business days' notice in writing before the next debit payment to be made. This notice should be given to **us** in the first instance.

4 Your responsibility

It is your responsibility to:

- check with the financial institution where your **account** is held before completing the Direct Debit Request as direct debiting through the Bulk Electronic Clearing System (BECS) is not allowed on the full range of accounts. **You** should also complete your **account** details (including Bank State Branch (BSB) number) directly off a recent **account** statement from your financial institution;
- ensure there are sufficient cleared funds available in your nominated **account** to allow a debit payment to be made;
- ensure that the authorisation to debit the nominated **account** is in the same name as the **account** signing instruction held by the financial institution where the **account** is held;
- ensure that suitable arrangements are made if the direct debit is cancelled: by yourself; by your nominated financial institution; or for any other reason.

5 Definitions

Account means the account(s) held at your financial institution from which **we** are authorised to arrange for funds to be debited.

Banking day means a weekday other than a Saturday or a day that's a public holiday.

Us and **We** and **Our** means Commonwealth Bank of Australia ABN 48 123 123 124.

You means the customer(s) who signed the Direct Debit Request.

Your financial institution is the financial institution where **you** hold the **account** from which **you** have authorised **us** to arrange the debit.