



# Regular Savings Plan Direct Debit Request (DDR)

To set up a Regular Savings Plan please complete and sign the relevant sections of this form and send to:

Regular Savings Plan Team  
Melbourne Operations Centre  
Commonwealth Bank  
Reply Paid 1795  
Melbourne VIC 3001

or  
hand to any Commonwealth Bank staff member at a branch near you.

## Customer Authority

Name of Customer/s giving the DDR

I/We  authorise and request

Name of Debit User

APCA User ID number

you  Commonwealth Bank of Australia  0 6 0 1 6 9 to arrange for funds to be debited from my/our account at the financial institution identified and as prescribed below through the Bulk Electronic Clearing System (BECS).

## Details of the account to be credited

(ie the account to which funds will be transferred)

Name of accountholder/s

Accountholder's account number

1  2

Address of accountholder

Contact phone number

## Details of the account to be debited

(ie the account from which funds will be transferred)

Name of the Financial Institution and Branch where account is held

Name of accountholder (please insert your name in full) BSB number Account number ABN/ARBN (if applicable)

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## Payment details

Opening deposit (if applicable) and/or  Regular Savings Plan

Amount \$  Amount \$  Commencing on  /  /

Please debit my account on the  eg. 1st (of month) or Monday of each  Week  Fortnight  Month

## Declaration (if in joint name/s both signatures may be required)

I/We acknowledge that this Direct Debit arrangement is governed by the terms of the Direct Debit Request Service Agreement below and is to remain in force in accordance with the terms and conditions described in that Service Agreement.

Signature

Date

Signature

Date

/  /    /  /

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

## Bank use only

RCN number

Branch/CSC name

Input to ASSIST (initials)



## **Regular Savings Plan Direct Debit Request (DDR) Service Agreement**

### **Please print and retain for your records**

**If you choose to make an opening deposit and/or Regular Savings Plan contributions by Direct Debit, you should ensure that you read the following terms and conditions.**

If you have any queries concerning this agreement or any drawings made under it, please call into any branch of the Commonwealth Bank. If you wish to stop or cancel your drawing arrangements or dispute a payment, please direct your query to us initially in accordance with section 2 of this agreement. If you dispute a payment we will respond to your dispute within 5 business days of receipt.

#### **1 Direct Debit arrangements**

Your signature on the Direct Debit Request form allows us to debit your designated account for the amount/s specified. We will give you written notice of any changes to your drawing arrangements at least 14 days before those changes occur.

If a direct debit date falls on a day which is not a business day, the drawing will be made on the next business day.

Funds transferred by direct debit from another institution, whilst credited to your account, are subject to clearance.

We will keep your direct debit records and account details confidential, except where the disclosure of certain information to your financial institution is necessary to enable us to act in accordance with your drawing arrangements. We may disclose the information in the event of a claim or relating to an alleged incorrect or wrongful debit, or otherwise as required by law.

#### **2 Your rights**

You can cancel, alter or suspend your drawing arrangements at any time by calling into any branch of the Commonwealth Bank at least 2 business days before the cancellation, alteration or suspension is to take effect. You can also stop or defer an individual drawing by writing to us at least 2 business days before the date that drawing is to be made. If you consider that a drawing has been initiated incorrectly, you should call and seek advice.

#### **3 Your responsibilities**

It is your responsibility to:

- ensure that your designated account can accept direct debits (direct debiting may not be available on all accounts, please check with your financial institution).
- check that you have filled in your correct account details on the Direct Debit Request form;
- ensure that there are sufficient cleared funds in your designated account by the due date to enable drawings to be made in accordance with your instructions. If there are insufficient funds in your designated account to enable a drawing to be made, any amount debited to your account in anticipation of that drawing being made will be reversed. In these circumstances the debit user (the Commonwealth Bank) will not charge a dishonour fee, but your financial institution (which may also be the Commonwealth Bank) may do so;
- advise us in writing if your designated account is transferred, closed or any other account details change;
- arrange a suitable payment method if your drawing arrangements are cancelled.