

## **Direct Debit Service Agreement**

This document provides information to you regarding the direct debiting of your account. By signing the Direct Debit Request (DDR) you acknowledge you have read and agree to these terms.

1. The DDR will be used to debit amounts due by you under your finance agreement with us.
2. If a payment falls due on a non-business day, the amount will be debited on the next business day.
3. The purpose for which the DDR is used will not be changed without giving you at least 14 days notice.
4. All information relating to you and your nominated account will be kept confidential subject to any consents you have granted. We may disclose information for the purpose of resolving any disputed payment or claim.
5. You may not terminate the DDR without our consent.
6. You may request a stop to any individual debit by giving written notice to us at least five business days prior to the payment due date. You may also contact your financial institution.
7. You may request deferment or alteration to payments under the DDR by contacting us at least five business days prior to the payment due date.
8. If you consider that a debit has been incorrectly made, you should contact us or your financial institution. We will determine whether the debit was correct, and if not, arrange for an adjustment. Claims may also be directed to your financial institution.
9. You must ensure there are sufficient clear funds available in the nominated account to meet each debit on its due date. You must advise us if the account nominated by you to receive the DDR is transferred or closed.
10. You must arrange a suitable alternate payment method with us if you wish to cancel the DDR and we agree to its cancellation.
11. You must not close or alter the account being debited without our prior written consent and unless approved alternate payment arrangements have been made.
12. If a payment is dishonoured, you may be charged fees by your financial institution, you may incur fees under your contract with us, and you may be in default under that contract.