

Westpac Flexi Loan Direct Debit Request

Our privacy policy is available at westpac.com.au or by calling 132 032 and covers how we handle your personal information.

Please complete each section of this form before sending back to Westpac

Step 1

Flexi Loan Account Details

Full Name

Residential Address

Postcode

Contact phone number

Flexi Loan account number

Step 2

Financial Institution Details to be debited

I/We request and authorise you to debit my/our account referred to below, amounts which **Westpac Banking Corporation** ('the User'), User ID number **008697** may debit or charge me/us through the Direct Debit System.

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

Name of account which is to be debited

BSB number

Account number

Step 3

Monthly Repayments Options

☐ **Minimum Monthly Repayment**

The amount that you will pay each month under this option will be equal to 2% of the closing balance (rounded up to the nearest dollar) or \$10, whichever is the greater, plus the greater of any unpaid past due amounts from previous statements or any amount that exceeds the credit limit.

☐ **Nominated Repayment Amount**

The amount that you will pay each month under this option will be equal to your nominated monthly repayment amount(s) as estimated to achieve your repayment goal(s), plus fees/charges as reflected in your statement. You can change your monthly nominated repayment amount at anytime by updating details in "Change repayment goals" in the "Manage your accounts" tab. Alternatively call the Personal Lending Centre on 132 651.

☐ **Set Monthly Amount**

\$

(minimum \$10)

Enter the amount you would like to pay off your closing balance each month (if the closing balance is less than the set amount, only the closing balance will be paid). The amount that you will pay each month under this option will be the greater of the specified amount and the contractual Minimum Monthly Repayment.

Step 4

Authorisation of Direct Debit Loan Repayment

Customer's
signature(s)

I/We have read and accept the Direct Debit Request Service Agreement Terms and Conditions.

(all account
holders to sign)

Name (please print)

Name (please print)

Signature (1)

Date / /

Signature (2)

Date / /

Return this form to:
Fax no.: (02) 9383 8842

Alternatively post to:
CCU Team
1 King Street, Concord West NSW 2138
IBN029

Please retain a copy of the Service Agreement enclosed for future reference

Service Agreement – Bank Copy

Direct Debit Request Service Agreement – Terms and Conditions

This Direct Debit Request ('DDR') Service Agreement is issued by the Bank, to help you understand your rights and responsibilities when making automatic loan repayments by direct debit.

Our Commitment To You

- Statements will be issued every month.
- We will give you at least 14 days notice if we need to change your direct debit arrangements.
- We will keep all information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution.

Your Commitment To Us

- Direct debit is not available on all accounts. Before completing this DDR, please ensure that your nominated account can accept direct debits and please check your nominated account details against a recent statement of account. If you are unsure about these details, check with your nominated financial institution.
- Please ensure that there are sufficient funds available in the nominated account, on the due date, to cover the direct debit.
- You need to let us know as soon as possible, if the nominated account is transferred or closed, or your account details change.
- If your direct debit arrangements are cancelled for any reason, you need to arrange an alternative method of making the repayment.
- Please ensure that all account holders nominated on the financial institution account to be debited, sign the Flexi Loan Repayment Direct Debit Request form.

Can You Change The Direct Debit Repayment Arrangements?

Any changes that you would like to make are subject to the Terms and Conditions of the Flexi Loan account.

Changes to Amount

If you requested a change to the Direct Debit amount, it will take effect in the next statement period.

Other Changes or Cancellation Request

If your request for other changes (eg changes to your nominated account to be debited or cancellation of your direct debit) is received by us less than 2 days before the end of the statement period, in which you are making your request, the changes will take effect in the next statement period.

Please note that when the due date for payment falls on a Saturday or a Sunday, National Public Holiday or 29th, 30th or 31st day which may not exist in certain months, we will automatically debit the payment on the next business day.

You can make all of these changes by calling us on 132 651, or if you are registered for Internet Banking, go to the "Maintain your Account" tab and select "Set up Direct Debit".

If you consider that a direct debit repayment has been initiated incorrectly, or if you don't understand any aspect of the direct debit procedure, you should contact us on the number above.

Other Information

- If your due date for a loan repayment falls on a weekend, a National Public Holiday or 29th, 30th or 31st day which may not exist within certain months, we will automatically direct debit the repayment on the next business day. Please check with your nominated financial institution if you are unsure as to when a debit will be processed to your nominated account.
- If your financial institution cannot withdraw the nominated amount from your account (for example there is not enough money in your account) they may dishonour the withdrawal. Please check the Terms and Conditions of your account to see whether dishonour fees apply. The Bank reserves the right to cancel the drawing arrangements if three consecutive drawings are dishonoured by the nominated financial institution, and to arrange with you an alternative payment method.
- Please refer to your Flexi Loan Repayment Direct Debit Request form to confirm your Direct Debit Loan Repayment instructions.
- If you have any problems or disputes please contact us on 132 651. We will aim to resolve the matter when you first contact us. If we cannot resolve your issue there and then, we will aim to resolve your complaint within 5 working days. If you feel your complaint has not been properly handled or resolved, we invite you to contact our Customer Advocate on 1300 301 977 for a further review. If you are still not satisfied, you are able to refer your complaint to the Financial Ombudsman Service for an independent review. You can also direct your dispute to your nominated financial institution.

Bank use Only

For NEW Direct Debit Requests,
return completed form to:
Application Processing

For AMENDMENTS to existing Direct Debit
Requests, return completed form to:
Tulo CCU
BSB: 032-890CW IBN 029
OR Fax to: (02) 9383 8842

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