SUNCORP BANK

DIRECT DEBIT

Direct Debit Request

Suncorp-Metway Ltd
GPO Box 1453
Brisbane QLD 4001

WHITE COPY IS FOR PROCESSING
YELLOW COPY IS FOR CUSTOMER

Date : : : : : : :

New Request ☐ **Change** ☐ **Cancellation** ☐

Debit User Number 036478/10842/13058/165411/036478

I/We _____ Surname or Company Name

_____ Given Names or ABN/ARBN Number

( ) Contact Telephone Number

Authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instructions detailed in the Schedule below and on the terms set out on the DDR Service Agreement overleaf.

I/We have read and understand the information contained in the DDR Service Agreement overleaf.

Signature of Customer(s) _____ _____

(If joint account all signatures may be required. If in doubt please refer to your Financial Institution).

The Schedule

Direct Debit Type Please tick (✓) one only

I request that you debit our account as follows:

Minimum repayment from external account ☐ (In accordance with the DDR Service Agreement)
The bank will automatically adjust the transfer to be equal to the minimum repayment amount.

OR

Fixed amount from external account ☐ The amount nominated will remain fixed, even when interest rates or the loan balance changes, unless you request this amount to be changed.

Account to be Debited (NOTE: Direct Debiting is not available on the full range of accounts. If in doubt please refer to your Financial Institution)

BSB Number : : – : : Account Number

Account Title Financial Institution

Reference Details Amount $

Frequency and Date Please tick (✓) one only (NOTE: For Loans, a payment type of Daily is not available) (NOTE: For Retail and personal loans only)

Once Only ☐ Daily ☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Month End ☐ Quarterly ☐ Half Yearly ☐

Note: For '**Interest Only**' Loans, payment can only be scheduled once per month on due date.
Note: For Loans, a payment type of Daily is not available.

Start Date : : : : : : : Expiry Date : : : : : : :

Suncorp Loan Account to be Credited with the Payment

Loan Account Number : : : : : : : :

Account Name

BRANCH USE ONLY

Completing Branch Details _____ Completing Branch Name & Branch Number _____ Completed By (User Name & User Number)

Processing Details: Add for existing loans, or change or delete

Date Received	Date Processed	Processed By	User ID
: : : : : : :	: : : : : : :		

Principle and Interest Loan	Interest Only Loans
Retail Loans: **Add, Change or Delete:** Branch to process DDR **Business Loans:** **Add, Change or Delete:** Please process DDR and send to relationship manager	**Retail loans:** **Add/delete:** Existing loans: Send DDR to Loans Maintenance 4RE027 to be processed **Add/Delete:** Unfunded loans: Send DDR to Settlements 4RE086 to be processed and retained on all new loan files. **Change:** Send DDR to Loans Maintenance 4RE027 to be processed **Business Loans:** **Add, Change or Delete:** Please process DDR and send to relationship manager

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SUNCORP BANK

DDR Service Agreement

This DDR Service Agreement forms part of the terms of the Direct Debit Request ("DDR") and should be read in conjunction with the DDR form.

DDR – Suncorp Loans

You can arrange to pay your loan repayments by DDR.

We will process a direct debit to the account nominated on the DDR for the value of your loan repayment (plus any applicable Government charges, GST and bank processing fees) on the date that it is due in accordance with the terms and conditions of your loan.

Unless you have nominated a fixed payment amount on the DDR, if your loan repayment amount changes, we will automatically change the amount of your DDR in accordance with your new repayment amount.

If you have nominated a fixed amount on the DDR and your loan repayment changes so the fixed amount is insufficient, you are responsible for changing your DDR in accordance with your new repayment amount.

You will be notified of any changes in your loan repayment amount in accordance with the terms and conditions of your loan.

Changing your DDR Authority

We will provide you with 14 days notice if we change any of the terms of the DDR.

Stopping or Cancelling your DDR

You may defer, alter, stop or cancel your DDR at any time by providing at least 5 business days notification in writing to any Suncorp Branch or mail to:

For existing Interest Only Loans

The Manager, Loan Maintenance
Suncorp-Metway Ltd
RE027
GPO Box 1453
Brisbane QLD 4000
You may contact any Suncorp Branch
Or telephone us on 13 11 75.

Alternatively, you may request a stop or cancellation by contacting your Financial Institution.

Requests to vary the details of the account to be debited **must** be in writing and in terms of the operating authority for the account.

DDR Dispute Resolution

If you wish to dispute a DDR transaction you can contact us as follows and we will arrange for your disputed transaction to be investigated and where appropriate, for a correction to be made.

For existing loans

The Manager, Loan Maintenance
Suncorp-Metway Ltd
RE027
GPO Box 1453
Brisbane QLD 4000
Or telephone us on **13 11 75.**

Alternatively, you may dispute a DDR transaction by contacting your Financial Institution.

If we are unable to resolve the dispute to Your satisfaction You should contact the financial institution where the account to be debited is held to complete and lodge a DDR Customer Claim form. If the account to be debited is at Suncorp Metway, a Claim Form may be obtained from any Suncorp Branch and then lodged with;

Team Leader Foreign Services and Transaction Claims
RE011
Suncorp-Metway Ltd
GPO Box 1453
BRISBANE QLD 4001

Non Business Days

If your DDR falls due on a weekend or public holiday we will process it on the next business day.

If you are uncertain of the date your DDR will be processed you should contact us on telephone **13 11 75** or your financial institution.

Returned or Dishonoured DDR's

If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to recover the funds from you and to charge a dishonour fee in accordance with our standard terms and conditions.

Clear Funds

You should ensure that you have sufficient clear funds in your Account to enable the DDR to be paid by your financial institution.

Your Records

We will not disclose any details of your DDR to any person or corporation unless required to do so by law or unless the information is required in relation to a disputed transaction.

Your Account

You should be aware that some financial institutions may not allow a DDR to be processed to certain types of accounts.

You should check your account details against a recent statement from your financial institution or check with your financial institution to ensure that a DDR can be processed to your account.

If you wish to make inquiries about your DDR

You may contact any Suncorp branch for inquiries and for further information.

Or telephone us on **13 11 75.**