

To: Easy Street Financial Services, a division of
Community First Credit Union Limited ACN 80 087 649 938

User ID

I/We Family Name

Given Name(s)

I authorise and request you to debit my/our account described below with any amounts which may be due by me/us in connection with my/our loan through the Bulk Electronic Clearing System (BECS).

NOMINATED ACCOUNT TO BE DEBITED – Details of Debit

From this account:

Name of Financial Institution

Branch

Name of Account Holders (or Account Title)

BSB

Account No.

PAYMENT FREQUENCY

Please tick one of the options below:

Weekly Fortnightly Monthly

CUSTOMER AUTHORISATION

I/we acknowledge that this Direct Debit arrangement is governed by the terms of the Direct Debit Request Service Agreement attached.

Customer Signature 1:

Customer Signature 2:

Home Contact No.

Home Contact No.

Work Contact No.

Work Contact No.

Date

Date

DEFINITIONS

- **account** means the account held at your *financial institution* from which we are authorised to arrange for funds to be debited.
- **agreement** means this Direct Debit Request Service Agreement between *you* and *us*.
- **business day or banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- **debit day** means the day that payment by *you* to *us* is due.
- **debit payment** means a particular transaction where a debit is made, according to your *direct debit request*.
- **direct debit request** means the Direct Debit Request payment arrangement between *us* and *you*
- **us and we and our** means Easy Street ABN 80 087 649 938, the company *you* have authorised to debit your *account*.
- **you and your** means the customer who has authorised the *direct debit request*.
- **your financial institution** is the financial institution where *you* hold the *account* that *you* have authorised *us* to debit.

1. DEBITING YOUR ACCOUNT

- **1:1** By submitting a *direct debit request*, *you* have authorised *us* to arrange for funds to be debited from your *account*. The *direct debit request* and this *agreement* set out the terms of the arrangement between *us* and *you*.
- **1:2** We will only arrange for funds to be debited from your *account* as authorised in the *direct debit request* and/or according to any notice sent to *you* by *us*, specifying the amount payable and the date the payment is due. We will not issue individual confirmation of payments made.
- **1:3** If the debit day falls on a day that is not a *banking day*, we may direct your *financial institution* to debit your *account* on the previous or following *banking day*. If you are unsure about which day your *account* has been or will be debited, please check with your *financial institution*.

2. CHANGES BY US

- **2:1** We may vary the terms of this *agreement* or a *direct debit request* at any time by giving *you* at least 30 days' written notice.

3. HOW TO CANCEL OR CHANGE DIRECT DEBITS

- **3:1** You may change, stop or defer a *debit payment* at any time by contacting *us* at least 2 *business days* before the next *debit day*. This notice should be given to *us* in the first instance. If you wish to stop a *debit payment*, you may also contact your *financial institution*.
- **3:2** You may also cancel your *direct debit request* at any time by contacting *us* at least 2 *business days* before the next *debit day*. This notice should be given to *us* in the first instance, but you may also contact your *financial institution*.
- **3:3** If you wish to stop a *debit payment* or cancel your *direct debit request* because we have varied the terms of your *direct debit request* or this *agreement*, we will allow you to do so without penalty.
- **3:4** To cancel or suspend your *direct debit request*, or change, stop or defer a *debit payment*, phone us on **1300 13 22 77**.

4. YOUR OBLIGATIONS

- **4:1** It is your responsibility to ensure that there are sufficient clear funds available in your *account* on a *debit day* to allow a *debit payment* to be made in accordance with the *direct debit request*, and the account details you have provided to *us* are correct, current and valid.
- **4:2** If there are insufficient clear funds in your *account* to meet a *debit payment*:
 - (a) you may be charged a fee and/or interest by your *financial institution*;
 - (b) you may be charged a fee to reimburse *us* for reasonable fees or charges we have incurred for the failed transaction; and
 - (c) you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in your *account* by an agreed time so that we can process the *debit payment*.
- **4:3** If the *debit payment* is declined for any reason other than because there are insufficient clear funds in your *account*:
 - (a) we will notify you to contact *us* to arrange for the payment to be made using a valid account; and
 - (b) you must contact *us* to provide valid account details within 14 days of the failed *debit day* or another time we agree with you so that we can process the payment.
- **4:4** You should check your *account* statement to verify that the amounts debited from your *account* are correct.
- **4:5** If we are liable to pay goods and services tax ("GST") on a supply made by *us* in connection with this *agreement*, then you agree to pay *us* an amount equal to the GST included in the consideration payable for the supply.

5. DISPUTE

- **5:1** If you believe that there has been an error in debiting *your account*, you should notify us directly by telephone on **1300 13 14 65**. We may request you also confirm the details in writing with us as soon as possible so that we can resolve your query quickly.
- **5:2** If we conclude as a result of our investigations that *your account* has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- **5:3** If we conclude as a result of our investigations 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.
- **5:4** Any queries you may have about an error made in debiting *your account* should be directed to us in the first instance, but you may also contact your financial institution. If we cannot resolve the matter, you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. ACCOUNTS

- **6:1** Please be aware that direct debiting may not be available on all accounts. You should check:
 - (a) with your financial institution whether direct debiting is available from your account;
 - (b) that your account details which you have provided to us are correct, current and valid by checking them against a recent account statement from your financial institution; and
 - (c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request, or there is any other reason your financial institution may decline a debit payment.
- **6:2** If the account number you have quoted is incorrect, you may be charged a fee to reimburse us for reasonable costs in correcting any deductions from:
 - (a) an account you do not have the authority to operate; or
 - (b) an account you do not own.

7. CONFIDENTIALITY

- **7:1** We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. You may access any personal information we hold about you at any time by contacting us.
- **7:2** We will only disclose information that we have about you:
 - (a) to the extent specifically permitted by law; or
 - (b) for the purposes of this agreement or if required by our sponsor in the direct debit system (including disclosing information in connection with any query, dispute or claim).

8. NOTICE

- **8:1** If you wish to notify us in writing about anything relating to this agreement, you should write to **Easy Street, PO Box 98, Lidcombe NSW 1825**.
- **8:2** We will give you notice by sending a notice to your email address or in the ordinary post to the address you have given us in the direct debit request.
- **8:3** Any notice will be deemed to have been received 24 hours from when we send an email to you, or 4 business days after the notice is posted.