

Direct Debit/Direct Credit request and service agreement

Use this form to enable St.George Margin Lending to debit and/or credit your bank account on request.

Questions?

If you have any questions regarding completing this form please contact the Account Management Team on 1300 304 065 Monday to Friday, 8:30am-5:30pm (Sydney time).

Section 1 - Debit/Credit user ("us")

Name:

Debit User ID:

Credit User ID:

Section 2 - Bank account holder(s) ("you", "your", "yours")

Full name(s)

Section 3 - St.George Margin Lending account related to this request ("Facility")

St.George Margin Loan account name

St.George Margin Loan client reference number

Section 4 - Nominated bank account ("Account")

Note:

- Your nominated bank account will be added to your Facility for future debit and/or credit instructions.
- At least one of the Account holders must be a borrower under the Facility.

Bank Account name(s)

Name of financial institution

Branch name

BSB (must be 6 digits)

Account number

Section 5 - Instructions related to this request

This direct debit/credit request authorises us to (select each that applies):

- Debit the Account according to your instructions
- Credit the Account according to your instructions
- Replace the existing nominated bank account with the Account set out above

Section 6 - Direct debit payment authority

Select the relevant options

Monthly Interest Debit

(An amount equal to the monthly interest charge on your St.George Margin Loan Facility debited on the first business day of the following month)

One Off Debit ▶ Amount

\$

Regular Debits ▶

| | | |
|-------------------------|---|--------------------------|
| Amount | Frequency | Start Date |
| \$ <input type="text"/> | <input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly | <input type="text"/> / / |

Section 7 - Declaration and signatures

Terms that apply to this document

This direct debit/direct credit request is governed by the terms of the direct debit/direct credit service agreement set out below. This request remains in force until you revoke it.

Before signing this document

Before signing this document fill in and cross out any blank spaces. If there's more than one signatory authorised to operate your Account, each required signatory must sign this document. Don't sign this document if there's anything you don't understand.

What you agree to by signing this document

By signing this document:

- you confirm that at least one of the Account holders is a borrower under the Facility.
- you request and authorise us to debit and/or credit your Account, through the Bulk Electronic Clearing System, with any amounts due and/or requested under the Facility.
- you request and authorise us to debit the Account with an amount required to pay off the total amount or part of it owing from time to time under the Facility.
- you confirm that all information you've given us is complete, correct and not misleading.

For Company or Company Trustee account holders, either two Directors or one Director and the Secretary must sign. Indicate your company capacity by marking the appropriate box below your signature.

Signature of **Bank Account Holder 1**

Full name

Signature

Director Sole Director and Secretary

Date

/ /

Signature of **Bank Account Holder 2**

Full name

Signature

Director Company Secretary

Date

/ /

Please send the completed form to:

St.George Margin Lending
Reply Paid 1467, Royal Exchange NSW 1224

or email to:
MLTRANSACT@stgeorge.com.au

Direct debit/direct credit service agreement

This agreement sets out the terms on which we accept and act under a direct debit or direct credit request you give us to debit and/or credit amounts in connection with the *Facility* from a specified *account* of yours under the direct debit system.

Please keep this *Agreement* for future reference.

We will only draw money out of, or deposit money into, *your account* in accordance with the terms of *your Direct Debit/Direct Credit Request*.

Definitions

account means the *account* held at *your financial institution* from which we are authorised to arrange for funds to be debited or credited.

Agreement means this Direct Debit/Direct Credit Service Agreement between you and us.

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.

Direct Debit/Credit Request means the written, verbal or online request between us and you to debit or credit funds from or to your *account*.

Facility means your St.George Margin Loan Facility or the St.George Margin Loan Facility for which you are providing a *Direct Debit/Direct Credit Request*.

our, us or we means St.George Bank – A Division of Westpac Banking Corporation whom you have authorised by requesting a *Direct Debit/Direct Credit Request*.

you and yours means the customer who has authorised the *Direct Debit/Direct Credit Request*.

your financial institution means the financial institution at which you hold the *account* you have authorised us to debit or credit.

Debiting and crediting your account

By submitting a *Direct Debit/Direct Credit Request*, you have authorised us to arrange for funds to be debited from or credited to your *account*. The *Direct Debit/Direct Credit Request* and this *Agreement* set out the terms of the arrangement between us and you.

We will only arrange for funds to be debited from or credited to your *account* as authorised in the *Direct Debit/Direct Credit Request*.



Your obligations and things to consider

- Not all accounts held with a financial institution are available to be drawn on under the direct debit system.
- Before you complete your *Direct Debit/Direct Credit Request*, it's best to check your specified account details against a recent statement from your *financial institution* to ensure the details on your *Direct Debit/Direct Credit Request* are completed correctly.
- It is your responsibility to ensure there are sufficient cleared funds available in your *account* to enable us to be paid for any amounts due and payable under the *Facility* in accordance with the terms of your *Direct Debit/Direct Credit Request*. We may charge you reasonable costs incurred by us on account of there being insufficient funds.
- Please direct all enquiries and requests relating to your *Direct Debit/Direct Credit Request* to us or your *financial institution*.
- You should check your *account* statement to verify that the amounts debited from, or credited to, your *account* are correct.

Special note: If you are not the borrower of the St.George Margin Loan Facility, you may not have any control over the operation of the loan, and therefore the amount of interest that will be debited from your *account* or any amount that is debited to pay off the total amount or part of it owing under the St.George Margin Loan Facility. The size of the loan may vary and St.George Bank – A Division of Westpac Banking Corporation will not advise you if the borrower varies the size of the loan.

Amendments by us

We may vary any details of this *Agreement* or a *Direct Debit/Direct Credit Request* at any time by giving you at least thirty (30) days' written notice sent to the preferred email or address you have given us.

You have the right to cancel this *Agreement* without penalty in response to any variations we make.

How to cancel or change direct debits or credits

By contacting us and quoting the *Facility* account number, you can ask us to:

- cancel or suspend the *Direct Debit/Direct Credit Request*; or
- change, stop or defer an individual debit or credit payment,

at any time by giving us at least 10 days' notice.

To do so, contact us at any time by calling us on 1300 304 065 Monday – Friday from 8.30am to 5.30pm (Sydney time).



What you should consider if you cancel your *Direct Debit/Direct Credit Request*

Cancelling your *Direct Debit/Direct Credit Request* won't change any payment obligations under the *Facility*, but it may change the operation of the *Facility*. Please talk to us before you complete a cancellation request.

If the *Facility* isn't your *Facility*, you should tell the customer before you cancel your *Direct Debit/Direct Credit Request* so they can make other payment arrangements.

If you want to dispute any debited amount

You can dispute any amount we draw under your *Direct Debit/Direct Credit Request* by contacting us, quoting the *Facility* number and providing details of your dispute.

Our customer service officer will try to resolve your problem. If we can't resolve it, your dispute will be raised with the relevant department which will contact you within 14 days. We will try to resolve your dispute and refund the disputed amount (where applicable) within 1 month of receiving your enquiry. You can also complain directly to the financial institution at which your account is held.

What happens if a direct debit payment to us is due on a non-Banking Day?

If the *Debit Day* is not a *Banking Day* we may draw on your account under your *Direct Debit/Direct Credit Request* on the following *Banking Day*.

If a direct debit request is rejected

If your financial institution rejects any of our attempts to draw an amount in accordance with the terms of your *Direct Debit/Direct Credit Request*, we will advise you in writing the first time this happens and you will need to make alternative arrangements to make the rejected payment. If we incur any fees from your financial institution as a result of the rejected payment, we will pass these onto you.

We may need to disclose information

If you dispute any amount we draw under your *Direct Debit/Direct Credit Request* then we may need to disclose information relating to your *Direct Debit/Direct Credit Request* and any amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the direct debit system (or both of them).

How you can contact us

You can contact us at any time by calling us on 1300 304 065 Monday - Friday from 8.30am to 5.30pm (Sydney time).