



HAYDEN TORQUAY DIRECT DEBIT REQUEST

Request to establish Debit Authority within the Direct Debit System

I/we _____
Customer Name/s giving Direct Debit Request

Customer Residential Address

Request and authorize Hayden Real Estate (Torquay) Pty Ltd and/or Hayden Real Estate Pty Ltd, to arrange for rental funds (also to cover any future rental increases) to be debited from my/our account, held with the Financial Institution identified below, as described in The Schedule below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).

PAYMENT DETAILS

The Payment is for RENTAL PAYMENT
Identified by Reference Information:

(Property Street Address/ Number etc)

THE SCHEDULE

DETAILS OF ACCOUNT TO BE DEBITED

Institution Name:
Institution Address:
City, State & Postcode

Insert the name and address of the Financial Institution at which your account is held

Account held in the name/s of: _____

Financial institutions BSB

Account Number:

(please check with your Financial Institution to ensure the account nominated will facilitate direct debiting. (See attached Service Agreement Clause 5).

Direct Debiting to Commence / / and thereafter on a _____ frequency
Payment amount \$_____ (The first month's rent payment must be paid in cash, not direct debit).

DIRECT DEBIT REQUEST AUTHORIZATION

I/We have read and understood the 'Service Agreement' overleaf and acknowledge and agree to it. I/We request this Arrangement remain in force in accordance with The Schedule described above and in compliance with the 'Service Agreement' overleaf.

Customer/s Signature _____

Date: _____
Date: _____

DEBIT REQUEST

Debit Authority within the Direct Debit System

SERVICE AGREEMENT

1. Hayden Real Estate (Torquay) Pty Ltd & Hayden Real Estate Pty Ltd (debit user) will debit the BSB/Account Nominated in The Schedule of this Direct Request as specified.
2. The Debit User will give not less than 14 days notice to the customer should it propose to vary the arrangements of the Direct Debit Request.
3. The customer(s) may request the Debit User to defer or alter the payment amount specified in the Schedule of this Direct Debit Request. Requests authorising these changes may be made in writing to any branch of Hayden Real Estate Torquay & Anglesea. Customer/s may change the:
 - Due Date of Payment
 - Payment Account
 - Frequency of PaymentCustomer/s wishing to vary the drawing account details specified in The Schedule of this Direct Debit request must provide signed authority for such changes to be effected.
4. In compliance with the industry's Direct Debit Claims Process, the Debit User will assist the customer/s disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. The Debit User will endeavor to resolve this matter within the Industry agreed timeframes. Customer/s may visit any branch of their own bank and complete a 'Direct Debit System Claim Request' form to initiate the process.
5. The Debit User advises that some Financial Institution Accounts do not facilitate direct debits and as such the customer/s must check with their Financial Institution to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.
6. It is the customer/s responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request.
7. The Debit User advises the Debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day the Debit user will initiate the debit drawing on the next open business date. Customer/s may direct processing inquiries to their Financial Institution.

A closed business day is defined as any calendar day on which the customer/s financial institution is not open for direct debit processing. That is:

 - Weekends
 - Public Holidays – State
 - Public Holidays – National
8. ***Where an unpaid debit item is returned by the customer/s Financial Institution, the Debit User will, in accordance with the Schedule of Hayden Real Estate (Torquay) Pty Ltd & Hayden Real Estate Pty Ltd Fees & Charges, apply an outward Dishonour Fee to the customer/s recipient account, the initial dishonour fee charged will be \$9.00. Should the customer's payment be returned more than three times over the tenancy period, the dishonour fee charged will increase to \$25.00 per item.***
9. Customer/s who wish to cancel this Direct Debit Request must notify the Debit User in writing not less than **48 hours** before the next scheduled debit drawing. Customer/s may visit any branch of Hayden Real Estate Torquay & Anglesea and complete a 'Direct Debit Cancellation' form to effect the cancellation. Customers can also contact any branch of their own bank to effect the cancellation.
10. The Debit User requests the customer/s to direct all inquiries, disputes request for payment changes or cancellations directly to the Debit User.
11. The Debit User agrees to keep confidential customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorized to release such information pursuant to a debit item dispute or similar event where the customer/s has provided prior consent to do so.