

# DIRECT DEBIT REQUEST

Set up, Change or Cancel request

# Heritage Bank



DDR Form



Email completed form to:  
info@heritage.com.au



Drop into your  
local branch



Post completed form to:

Heritage Bank – Credit Operations  
PO Box 190, Toowoomba Q 4350

## Membership details

Member number \_\_\_\_\_ Loan Type (i.e. L1, S54) \_\_\_\_\_  
Member Name \_\_\_\_\_

## Set up new Direct Debit

**Nominated Direct Debit Account** (Note: Direct Debiting is not available on the full range of accounts. If in doubt please refer to your Financial Institution.)

Account number \_\_\_\_\_ BSB \_\_\_\_\_ Financial Institution \_\_\_\_\_  
Account name \_\_\_\_\_ Reference (what will show on your statement) \_\_\_\_\_

### Direct Debit Request Details

I/We wish to set up a Direct Debit to make repayments on my/our loan account.

I/We request that you debit my/our Nominated Direct Debit Account above and credit my/our loan account specified under Membership Details as follows:

**Principal and Interest Loans or Line of Credits** (If applicable select one option)

☐ Pay the **minimum** required repayment

☐ <sup>1</sup>Weekly ☐ Fortnightly ☐ Monthly

Date to commence repayments \_\_\_\_\_ or ☐ repayment due date

OR

☐ <sup>2</sup>Pay a **fixed** amount of \$ \_\_\_\_\_

☐ Weekly ☐ Fortnightly ☐ Monthly

Date to commence repayments \_\_\_\_\_ or ☐ repayment due date

1. If you select the 'pay the minimum required repayment' option, we'll debit the minimum required repayment for your loan, as set out in your loan contract and in accordance with the DDR Service Agreement on page 3 of this Form. Heritage will automatically adjust the transfer equal to the minimum repayment amount.

2. If you select to pay a fixed amount, it is your responsibility to ensure at least the minimum repayment amount is paid each month.

**Interest Only Loans** (If applicable no selection is required)

For Interest Only Loans Heritage will automatically adjust the amount debited from the Nominated Direct Debit Account to equal the minimum repayment amount payable on the 25th day of the month.

## Change Existing Direct Debit

I/We request you change the current Direct Debit which has been setup to make repayments on my/our loan account specified under Membership Details as follows:

Please only tick the options you would like to change.

**Frequency** ☐ Weekly ☐ Fortnightly ☐ Monthly

**Amount** ☐ Pay the **minimum** required repayment **OR**

☐ Pay a **fixed** amount of <sup>2</sup>\$ \_\_\_\_\_

☐ **Change my Direct Debit date to** \_\_\_\_\_ (note this doesn't change your loan repayment date)

☐ **Change the Nominated Direct Debit Account to:**

Account number \_\_\_\_\_ BSB \_\_\_\_\_ Financial Institution \_\_\_\_\_

Account name \_\_\_\_\_ Reference (what will show on your statement) \_\_\_\_\_

## Cancel Direct Debit

- ☐ I/We request that you cancel the current Direct Debit from my/our Nominated Direct Debit Account which has been set up to make repayments on my/our above loan account.
- ☐ I/We confirm alternative arrangements have been made to meet my/our minimum repayments.

## Signature and Authorisation

I/We:

- Authorise and request Heritage Bank (Direct Debit User 45801) to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instructions detailed above and on the terms and conditions set out in the Direct Debit Request Service Agreement on page 3 of this Form
- Confirm that I/we have signed this Direct Debit Request as required by the account signing instructions held by the Financial Institution of the account to be debited.
- Understand that any sections in this form left incomplete will automatically revert to the standard direct debit set-up.

The standard set-up is as follows:

- Minimum repayment
- Frequency: Monthly
- Start date: For the first repayment due
- Expiry date: Life of loan
- Have read, and understood the information contained in the Direct Debit Request Service Agreement on page 3 of this Form.

### Direct Debit Account Holder 1

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

### Direct Debit Account Holder 2

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

Heritage use only	Date Received:	Date Processed:	Signature Verified:	Processed by:	Authority No.:	Checked:	Date:

## Direct Debit Request 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 – Heritage loans

You can arrange to pay your loan repayment 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.

If a Fortnightly (1/2 of Monthly repay) or Weekly (1/4 of Monthly repay) frequency option is selected, repayments will start on the date nominated.

Unless you have nominated a fixed repayment 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.

### Stopping or cancelling your DDR

You may defer, alter, stop or cancel your DDR at any time by notifying Heritage prior to the close of business on the business day prior to your next due repayment date.

Heritage Bank  
PO Box 190  
Toowoomba Qld 4350

Or by phone on 13 14 22

Requests to vary the details of the account to be debited must be in the form of a new DDR.

### Returned or dishonoured DDRs

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.

### 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.

Heritage Bank  
PO Box 190  
Toowoomba Qld 4350

Or by phone on 13 14 22

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.

### Non-business days

If your due repayment falls on a Sunday or public holiday we will normally process it on the next business day.

The exception being that when the transfer falls due on the last day of a month, it will be processed on that day.

If you are uncertain of the date of transfer you should contact us by phone on 13 14 22.

### 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 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 enquiries about your DDR you may contact any Heritage branch or phone 13 14 22.