

# Direct Debit Request/Authority for Automatic Transfer – Home Loans

**(Only to be used for Residential Loans starting with S)**

(This option is not available for Portfolio Loan or other line of credit accounts)

Please tick

- New  Complete 1,2,3,4 & 6  
Amendment to existing authority  Complete 1,2,3,4 & 6  
Cancellation  Complete 1,5 & 6

## 1. Customer details and loan account details

Loan account no. for Credit

Name

Address

Contact no. (Home)

Contact no. (Work)

Email address

## 2. Direct Debit Request for nominated transaction account at another financial institution

- By signing this document, I/we authorise St. George Bank – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 (“St. George”), Debit User Number 000439 to debit my/our account, detailed in Section 3 of this form, through the Direct Debit System, with any amounts I/we must pay the Debit User under the contract for the above loan when due and in accordance with the payment instruction in Section 4 of this form. This authority is to remain in force until further notice. Without limiting when St. George may cancel this authority, St. George may do so if there are insufficient funds available in the nominated transaction account to make the transfer three consecutive times.

**OR**

### Automatic Transfer Authority for Nominated Transaction Accounts at St. George Bank

- I/We authorise St. George to withdraw from my/our St. George transaction account nominated in Section 3 of this form, any amounts I/we must pay St. George under the contract for above the loan when due and in accordance with the payment instructions in Section 4 of this form.

I/We understand and agree that:

- where insufficient funds are available in the nominated transaction account to meet the repayment due, the remaining amount required will be transferred from the nominated transaction account on the following and subsequent days until that full amount is transferred. This amount will not be reduced by any manual payments made to the loan account.
- this authority remains in force until St. George receives written notice of my/our death or bankruptcy; or
- until I/we cancel or vary the authority in writing; or St. George cancels the authority.

### 3. Nominated transaction account

Name of Financial Institution

Address of Financial Institution

BSB number

Account number

Account title

Account type

(Direct Debiting is not available on full range of accounts. If in doubt please refer to the financial institution at which the account is held)

### 4. Payment instructions

Frequency  tick one

**Weekly\*** (i.e. one quarter of the required monthly repayment)

Day

Commencement date

**Fortnightly\*\*** (i.e. one half of the required monthly repayment)

Day

**Monthly** (i.e. the required monthly repayment amount)

\*The first payment amount will be drawn on the nominated day 1 week after the next monthly repayment due date.

\*\*The first payment amount will be drawn on the nominated day 2 weeks after the next monthly repayment due date.

**NB.** Commencement date cannot be in the current month if the repayment date has passed, and will be on the next monthly repayment due date. In all cases, where a Weekly or Fortnightly frequency is chosen, the initial payment must be for the monthly repayment amount followed by the nominated weekly or fortnightly payment amount.

Additional Payment Options  tick one

**Required Monthly Payment**

**Extra Amount**

(for loans at a variable rate only)

(to be transferred each week/fortnight/month in addition to the weekly/fortnightly/monthly debit towards my/our required monthly repayment)

**Fixed Whole Amount**

(for loans at a variable rate only)

(being a fixed amount the Debit User will debit under this authority until the amount of the weekly/fortnightly/monthly payments necessary to make up the required monthly repayment exceed that fixed amount, at which time I/we authorise the Bank to debit the weekly/ fortnightly/monthly payment necessary to make up the required monthly repayment.)

### 5. Cancellation

#### Direct Debit Request for Nominated Transaction Account at another Financial Institution

I/We hereby cancel my/our existing Direct Debit arrangement with St.George Bank - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ("St.George"). Debit User Number 000439 with respect to the payment of the loan account set out in Section 1 of this form.

#### Automatic Transfer Authority for Nominated Transaction Account at St.George Bank

I/We hereby cancel my/our existing authority for Automatic Transfer with respect to the payment of the loan account set out in Section 1 of this form.

## 6. Privacy Statement

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at [stgeorge.com.au/privacy/privacy-statement](http://stgeorge.com.au/privacy/privacy-statement) or by calling us on 13 33 30. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application or request.

## 7. Customer signature

### To be signed according to the authority held on the Nominated Transaction Account

Signature

Date

Signature

Date

## 8. You can return the form in any of the following ways:

**Email:** [LoansAdministration@stgeorge.com.au](mailto:LoansAdministration@stgeorge.com.au)

**Fax:** 02 9055 1963

**Post to:** Loans Administration

Locked Bag 1

KOGARAH 1485

**Branch:** Hand in at any St.George Bank branch

## Branch use only

Where payment method is to be by Direct Debit Request, a Direct Debit Request Service Agreement was issued to customer on

by

(Bank Officer's/Broker's name)

### Branch stamp

Staff name

Contact number

## Branch instructions

### For use on LIS Loans only

Screen 0100 – Payment Details. Always do Enquiry 'E' first before processing Change 'C'.

Print 015 Repayment Enquiry.

Input by

Checked by

## Direct Debit Request terms and conditions

Debit User's name and address

St. George Bank – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714  
4 –16 Montgomery Street, Kogarah NSW 2217  
User ID: 000439

You have entered or are about to enter into an arrangement under which you make payments to us. You want to make those payments by use of the Direct Debit System.

This agreement sets out the terms on which we accept and act under a Direct Debit Request ("your Direct Debit Request") you give us to debit amounts from your account under the Direct Debit System for the purpose of making repayments on a loan we made. The loan details are on your Direct Debit Request.

This agreement is additional to the arrangement under which you make payments to us.

Please ensure you keep a copy of this agreement as it sets out certain rights you have against us and certain obligations you have to us due to giving us your Direct Debit Request.

### When we are bound by this agreement

1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it.

### What we agree and what we can do

2. We only draw money out of your account in accordance with the terms of your Direct Debit Request.
3. We give you a statement every 6 months, which shows the amounts paid to your loan which we draw under your Direct Debit Request.
4. On giving you at least 30 days' notice, we may:
  - change our procedures in this agreement;
  - change the terms of your Direct Debit Request; or
  - cancel your Direct Debit Request.

For example, and without limiting when St. George may cancel your Direct Debit Request, we may do so if we cannot draw an amount in accordance with your Direct Debit Request three consecutive times.

5. You may ask us to:
  - alter the terms of your Direct Debit Request;
  - defer a payment to be made under your Direct Debit Request;
  - stop a drawing under your Direct Debit Request; or
  - cancel your Direct Debit Request,by attending your local branch and completing a form at least 10 working days before a payment is due under your Direct Debit Request.
6. You may dispute any amount we draw under your Direct Debit Request by contacting us on 13 33 30 with your loan number and details of the disputed amount. Also, you may dispute a drawing with your financial institution.
7. We deal with any dispute under clause 6 of this agreement as follows:
  - we use internal reports to confirm dispute details and contact the other financial institution where necessary; and

- we undertake to complete inquiries, resolve disputes and inform you within seven business days of receiving your inquiry on the disputed amount if the disputed transaction is less than 12 months old and one month if the disputed transaction is more than twelve months old.
8. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the next business day.
  9. We may credit your loan account with a payment amount before we seek to draw the payment in accordance with your Direct Debit Request. If that drawing is rejected, we reverse the credit we made to your loan account.
  10. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we will advise you in writing and you will need to make alternate arrangements to make the payment.
  11. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless:
    - you dispute any amount we draw under your Direct Debit Request and we need to disclose any information, relating to your Direct Debit Request or to any amount we draw under it, to the financial institution at which your account is held; or
    - you consent to that disclosure; or
    - we are required to disclose that information by law.

### What you should consider

12. Not all accounts held with a financial institution are available to be drawn on under the Direct Debit System.
13. Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request are completed correctly.
14. Please enquire of your financial institution, if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request on a day which is not a business day.
15. You are responsible to ensure there are sufficient clear funds available in your account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request.
16. We request you to direct:
  - all requests to stop or cancel your Direct Debit Request to us or your financial institution; and
  - all enquiries relating to any dispute under clause 6 of this agreement to us or your financial institution.