

Client Service Agreement

This document provides information to you regarding the direct debiting of your account. By signing the Direct Debit Request (DDR) you acknowledge you have read and understood these terms.

How the DDR will be used

1. The DDR will be used to debit amounts due by you under your credit contract with the lender.
2. Where a payment due date falls on a non-business day, the amount will be debited on the next business day.
3. The purpose for which the DDR is used will not be changed without giving you at least 14 days notice.
4. All information relating to your nominated account will be kept private.

Your rights:

5. You may not terminate the DDR. The terms and conditions which refer to payments under your credit contract state (amongst other things) that payments due under your credit contract must be made by direct debit from an account at a bank or financial institution acceptable to the mortgage manager. If you terminate your DDR then you may be in default under your credit contract. .
6. You may request to stop any individual debit by giving written notice to the mortgage manager. This notice must be received by the mortgage manager at least 5 business days prior to the payment due date. The mortgage manager will notify you if your request to stop or defer an individual debit has been approved.
7. You may request deferment or alteration to payments under the DDR by contacting the mortgage manager. There is no obligation to agree to any request. Any request must be given at least 5 business days prior to the payment due date.
8. If you consider that a debit has been incorrectly made, you should contact the mortgage manager. The mortgage manager will determine whether the debit was correct, and if not, arrange for an adjustment. If the mortgage manager determines that the debit was correct, you will be told why.

Your commitment to us:

9. You must ensure there are sufficient funds available in the nominated account to meet each debit on its due date.
10. You must ensure that the account you propose to debit allows direct debits. You should check this directly with the financial institution at which you maintain the account.
11. You will not close or alter the account without the mortgage manager's prior written consent and unless approved alternate payment arrangements have been made.
12. If a payment is dishonoured, you may be charged fees by your financial institution, you may incur fees under your credit contract, and you may be in default under your credit contract. You must arrange for the particular payment which has dishonoured to be made by another method or arrange for sufficient clear funds to be in the account by an agreed time so that the mortgage manager can process the particular payment which has dishonoured.