

Direct Debit Request

Use this form to change the direct debit account for your home loan



Scan and email to
advantagedge.customercare@advantagedge.com.au

You request and authorise the credit provider, AFSH Nominees Pty Ltd (ID415045) to arrange for any amount the credit provider may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution below, subject to the terms and conditions of the Direct Debit Request Service Agreement and any further instructions below.

1. Home loan details

- If you have a split loan and want to change the Direct Debit on more than one split, you'll need to complete one form for each split.

LOAN ID

NAME OF BORROWER 1

NAME OF BORROWER 2

2. Bank account details and payment frequency

- The names of the bank account holder(s) must be the same as the borrower(s) listed above.
- You can't set up a Direct Debit from a USave savings account or most other online savings accounts. Please choose either your USpend transaction account or another bank account that allows Direct Debits.

NAME OF FINANCIAL INSTITUTION

ACCOUNT NAME (PLEASE INSERT NAME(S) IN FULL)

BSB

ACCOUNT NUMBER

Payment frequency

- Frequency must be monthly for Interest Only periods.
- Any change to your payment frequency will be applied after your next scheduled repayment.

MONTHLY

FORTNIGHTLY

WEEKLY

3. Extra Repayments (optional)

- Your Direct Debit will be your minimum repayment amount, unless you specify extra repayments below.
- If you have a fixed rate loan, you may incur break costs if you make more than \$20,000 in additional repayments in total during the fixed term.

I/WE WANT TO PAY THE:

MINIMUM REPAYMENT PLUS \$

OR

NOMINATED REPAYMENT OF \$

4. Declaration

By signing this Direct Debit Request, you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and AFSH Nominees Pty Ltd as set out in this request and in your Direct Debit Request Service Agreement (see page 2).

NAME OF BORROWER 1

SIGNATURE

TODAY'S DATE (DD/MM/YYYY)

NAME OF BORROWER 2

SIGNATURE

TODAY'S DATE (DD/MM/YYYY)

Direct Debit Request Terms & Conditions



The following sets out the terms of the Direct Debit Service Agreement between us and you. It forms part of the terms and conditions of your *Direct Debit Request* (DDR) and should be read in conjunction with your DDR form.

Please see the Glossary at the end of this agreement for the meaning of words in this agreement. Each of the words printed in italics is defined.

1 Debiting your account

- 1.1 By signing a *direct debit request*, you authorise us to arrange for us to debit funds from the *nominated account*.
- 1.2 We will arrange for funds to be debited from the *nominated account* on each *debit day*.
- 1.3 If the *debit day* falls on a day that is not a *business day*, we may direct the *financial institution* to debit the *nominated account* on the previous *business day*. If you are unsure about which day the *nominated account* has or will be debited, you should ask the *financial institution*. In the event of a *Direct Debit Request* not being honoured, we may seek to debit the *nominated account* again for the failed payment and related costs at our discretion.

2 Changes by us

We may vary any details of this agreement or a *Direct Debit Request* at any time by giving you at least 30 days written notice.

3 Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a *Direct Debit Request* by contacting UBank on 13 30 80 or us on 1300 300 989.
- 3.2 If you wish to stop or defer a *debit payment*, you must notify UBank or us in writing at least three days before the next *debit day*. You may also cancel your authority for UBank or us to debit the *nominated account* at any time by giving us 15 days notice in writing before the next *debit day*.
- 3.3 We may direct requests to stop or cancel a *debit payment* to the *financial institution*.

4 Your obligations

- 4.1 You must ensure that there are sufficient clear funds available in the *nominated account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.
- 4.2 If there are insufficient clear funds in the *nominated account* to meet a *debit payment*:
 - (a) you may be charged a fee and/or interest by the *financial institution*;
 - (b) you may also incur fees or charges imposed or incurred by us; and
 - (c) you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in the *nominated account* by an agreed time so that we can process the *debit payment*.
- 4.3 You should check the *nominated account* statement to verify that the amounts debited from the *nominated account* are correct.

5 Dispute

- 5.1 If you believe that there has been an error in debiting the *nominated account*, you should notify UBank on 13 30 80 and confirm that notice in writing as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that the *nominated account* has been incorrectly debited we will respond to your query by arranging for the *financial institution* to adjust the *nominated account* (including interest and charges) accordingly. We will also notify you in writing of the amount by which the *nominated account* has been adjusted.
- 5.3 If we conclude as a result of our investigations that the *nominated account* has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

- 5.4 Any queries you may have about an error made in debiting the *nominated account* should be directed to UBank or us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to the *financial institution* which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6 Accounts

You should check:

- (a) with the *financial institution* whether Direct Debiting is available from the *nominated account* as Direct Debiting is not available on all accounts offered by financial institutions;
- (b) the details of the *nominated account* which you have provided to us are correct by checking them against a recent account statement; and
- (c) with the *financial institution* before completing the *Direct Debit Request* if you have any queries about how to complete the *Direct Debit Request*.

7 Confidentiality

- 7.1 We will keep any information (including your account details) in your *Direct Debit Request* confidential.
- 7.2 We will only disclose information that we have about you:
 - (a) to the extent specifically required by law; or
 - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8 Notice

If you wish to notify us in writing about anything relating to this agreement, you should write to:

UBank

Reply Paid 1466
North Sydney NSW 2059

OR

Advantage Financial Services Pty Ltd

PO Box 626
Collins Street West
Melbourne VIC 8007

We will notify you by sending a notice in the ordinary post to the address you have given us in the *Direct Debit Request*.

Glossary

business day means any day other than a Saturday or a Sunday or a public holiday in Melbourne, Victoria.

debit day means the day that a payment by you to us is due.

debit payment means a particular transaction where a debit is made.

Direct Debit Request means the form we give you to sign called *Direct Debit Request*.

financial institution is the *financial institution* where the *nominated account* is held.

nominated account means the account with a *financial institution* from which we are authorised to debit funds.

UBank means UBank, a division of National Australia Bank Limited ABN 12 004 044 937 Australian Credit Licence 230686

you means the customer who signed a *direct debit request*.

we or us means the lender you have authorised to debit the *nominated account* identified in the *direct debit request* being AFSH Nominees Pty Ltd ABN 51 143 937 437 Australian Credit Licence number 391192 of Level 10, 101 Collins Street, Melbourne telephone (03) 8616-1000 and our has a corresponding meaning.