



Home Loan Direct Debit Request

For any enquiries contact us on **1300 654 998** Mon to Fri 8am-8pm or Sat 9am-5pm (Melbourne time).
Mail to ME Bank, Account Services, Reply Paid 1345, Melbourne VIC 8060
Visit mebank.com.au

I/We request Members Equity Bank (User I.D. 185871) or ME Portfolio Management Ltd (User I.D. 044861) (incorporating the SMHL Program), through the Bulk Electronic Clearing System, to arrange for funds to be debited from my/our **nominated account** at the financial institution shown below and credited to my/our **home loan account** in accordance with a) my/our instructions set out below, **and b)** my/our future instructions regarding this nominated account.

Section 1 - Details of your home loan (funds will be deposited to this account)

Please print details as they appear on your home loan account statement.

Loan account number

OR

Ultimate Offset transaction facility number

Full name(s) of account holder(s)

Section 2 - Nominated account details (funds will be withdrawn from this account)

- These details should be as they appear on your nominated account statement
- Third party accounts, business accounts or trust accounts are not accepted as nominated accounts
- If your nominated account is a joint account please ensure the account authority is for either party to sign
- Please ensure that at least one holder of the home loan account is also a nominated account holder

Name of financial institution

Address of financial institution

Name(s) of account holder(s)

BSB number

Account number

Please note, not all financial institutions accommodate direct debit requests. If you are unsure, please contact the relevant financial institution.

Section 3 - Payment instructions

I/We would like to register an additional nominated account to request future payments from the account detailed in Section 2.

OR

I/We would like to request a payment from the nominated account in Section 2 - please complete either Option A or Option B below.

Option A - Regular payment

Complete this option to change the nominated account for your required minimum loan payments or to set up a different nominated account for additional regular loan payments (please indicate).

I/We would like to change my/our existing nominated account OR set up another nominated account to make additional regular payments.

Please debit \$ from my/our nominated account OR my/our minimum loan payment amount

Payment frequency: Weekly Fortnightly Monthly

Note - Monthly is the only payment option available for interest only loans.

Start date until further notice OR end date

Option B - One-off payment

Complete this option to request a single payment from the nominated account in Section 2. Please note you can also use this nominated account for future instructions without having to complete another Direct Debit Request.

Please direct debit \$ from my/our nominated account on or after

Section 4 - Declaration

I acknowledge that this direct debit arrangement is governed by the terms of the Direct Debit Service Agreement on this form.

Print name

Signature

Date

To make additional payments, change your regular payments or cancel this Direct Debit Request, please call us on **1300 654 998**.

INTERNAL USE ONLY

Authority Number:

Direct Debit Request Service Agreement

1.0 Definitions

In this agreement, unless the context requires otherwise:

account means the account specified by you in the DDR to which amounts are to be credited;

agreement or **this agreement** means this Direct Debit Request Service Agreement between you and us including any amendment to this agreement;

business day means a weekday except a national public holiday or a public holiday in Victoria;

DDR means a Direct Debit Request completed and signed in accordance with the terms of the Loan Contract;

drawing means the amount debited from your nominated account pursuant to a DDR and this agreement;

drawing arrangement means your specific instructions set out in, or given to us in accordance with, a DDR as they relate to a drawing and your nominated account;

nominated account means the account that is nominated by you in the DDR from which amounts are to be debited;

us and **we** and **our** means Members Equity Bank Pty Limited ABN 56 070 887 679;

you and **your** means the person or persons who signed the DDR;

your financial institution means the financial institution at which the nominated account is held; and

your Loan Contract means the Super Members Home Loan or Members Equity Home Loan contract you make with us when we receive a copy of our offer letter signed by you, as may be varied from time to time.

2.0 Debiting your nominated account

By signing a DDR you authorise us to arrange for funds to be debited from your nominated account as follows:

- (a) any amounts that we are instructed to draw in accordance with your Loan Contract; and /or
- (b) in accordance with your specific instructions set out in the DDR (if any).

If a drawing is due to be made on a day that is not a business day, we may direct your financial institution to debit your nominated account on the following business day.

If you are uncertain as to when the drawing will be processed, contact your financial institution.

If a drawing arrangement is returned unpaid by your financial institution you:

- must arrange for the drawing arrangement to be made by another method or arrange for sufficient clear funds to be in your nominated account by an agreed time so that we can process the drawing;
- may be charged a fee and/or interest by your financial institution; and
- may also be charged a fee imposed or incurred by us.

We reserve the right to cancel your drawing arrangements if three or more drawings are returned unpaid.

We will not disclose any details of your DDR unless:

- the disclosure to a financial institution is necessary to enable us to act in accordance with your drawing arrangements or to investigate a disputed transaction;
- we are required or permitted to make the disclosure by law or you consent to the disclosure;
- our financial institution requires the disclosure in connection with a claim on it relating to a claimed incorrect or wrongful debit.

3.0 Changes to this agreement

We may change any details of this agreement or of a DDR by giving you 14 days written notice.

4.0 Your rights

You may ask us to alter or defer your drawing arrangements, stop an individual drawing or cancel this agreement by giving us at least one business day's written notice by mailing it to - Account Services, ME Bank, GPO Box 1345, Melbourne, VIC 3001, or by faxing it to (03) 9708 4635. Alternatively, you can call us on **1300 654 998**.

You can also ask your financial institution to stop an individual drawing, cancel this agreement or change your drawing arrangement by advising us of your new nominated account details.

If you consider that a drawing has been initiated incorrectly, you should call us and confirm this by notice in writing to us as soon as possible. You may also direct any claims to your financial institution.

If we conclude as a result of our investigations that your nominated account:

- has been incorrectly debited, we will arrange for your financial institution to adjust your nominated account (including interest and charges) accordingly;
- has not been incorrectly debited, we will provide you with reasons and any evidence for this finding.

5.0 Your obligations

It is your responsibility to:

- ensure that your nominated account can accept direct debits (direct debiting may not be available on all accounts). If you are uncertain, please check with your financial institution before you complete the DDR;
- have sufficient clear funds in your nominated account to enable drawings to be made;
- ensure that the details you give us of your nominated account are correct by checking them against a recent statement. If you are uncertain, please check with your financial institution before completing the DDR;
- ensure that the authority given to us to draw on your nominated account is consistent with the account authority or signing instructions held by your financial institution for that account;
- tell us if the details of your nominated account change in any way; and
- check your statement to verify that the amounts debited from your nominated account are correct.