



Flexible Home Loan rate lock request.

For any enquiries contact us on **13 15 63** or visit **mebank.com.au**

- **Broker note:** please upload and submit the rate lock form in the 'supporting documents' tab under the 'additional documents' section within AOL.
- To apply, please read the details carefully and complete all the sections of this form, including the Direct Debit Request.
- For new to bank customers, please complete an Identification Verification form as well as this application.
- The Rate Lock Request, Rate Lock Agreement, Rate Lock Direct Debit Request and Service Agreement comprise the Rate Lock Request.
- The fee for Rate Lock is \$500.
- ME can only accept one Rate Lock per home loan application which means for split loans, Rate Lock can only apply to one fixed interest rate facility.

Section 1 – your details.

Title (Mr/Mrs/Miss/Ms/other)	Given name(s)	Family name
Date of birth	Residential address	State
Mobile (At least one contact number is required)	Work phone	Home phone
Driver's licence number	Email address	Password (5-9 characters)

New ME customers only, please nominate a password. We'll request this for identification purposes when you call us.

Section 2 – details of the fixed interest rate facility to which the rate lock will apply.

Loan reference number	Proposed Fixed Loan amount
	\$
Loan purpose ☐ Owner Occupied ☐ Investment	Repayments ☐ Principal and interest ☐ Interest only
☐ Flexible Home Loan ☐ Flexible Home Loan with Member Package	Fixed interest rate period year(s)

Your Rate Lock may be revised if you make certain changes to the details of your fixed rate facility and will expire if you change your fixed interest rate period. Refer to clauses 5 and 6 of the Rate Lock Agreement for further information.

Please think carefully whether fixing the interest rate on your loan is suitable for your financial circumstances and if you are unsure, we suggest you obtain independent financial advice.

Rate lock - direct debit request.

By completing this Direct Debit Request and signing the declaration below, you request ME Bank (User ID 185871), through the Bulk Electronic Clearing System, to arrange for funds to be debited from your **nominated account** at the financial institution shown below to pay the Rate Lock fee.

Section 3 – nominated account details (funds will be withdrawn from this account).

Name(s) of account holder(s)	
BSB number	Account number

- These details should be as they appear on your nominated account statement.
- Your nominated account must be held in a personal capacity in your name.
- If your nominated account is a joint account please ensure the account authority is for either party to operate.

Section 4 – declarations.

1. I wish to request the Rate Lock detailed in this Rate Lock Request. I acknowledge that this request is governed by the terms and conditions of the Rate Lock Agreement attached.
2. Please direct debit \$500 from my nominated account on or after today's date as payment for the Rate Lock fee. I acknowledge that this direct debit arrangement is governed by the terms of the Direct Debit Request Service Agreement attached.

Print name	Signature	Date

If you are a Broker submitting this form on behalf of a customer, please provide your details.

Aggregator	Name	ME Broker Identification number



Rate lock agreement important information.

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Rate lock agreement.

1. How rate lock works.

If you elect to lock our current fixed interest rate for your chosen fixed interest rate period, for as long as the Rate Lock continues to be effective:

- if our prevailing fixed interest rate increases before the settlement date your fixed interest rate will not change and will remain at the locked rate; and
- if our prevailing fixed interest rate decreases before the settlement your fixed interest rate will also decrease.

2. Rate lock fee.

A Rate Lock Fee of \$500 is payable by direct debit if you send us your Rate Lock Request and we accept this. You must provide your direct debit account details with the Rate Lock Request. If the direct debit account details are not provided in the Direct Debit Request attached or the direct debit payment is dishonoured, the Rate Lock will not be effective, unless, at our discretion, we choose to honour the Rate Lock Request.

If we choose to honour the Rate Lock Request we may reattempt to debit the Rate Lock Fee from your nominated account or contact you regarding payment of the Rate Lock Fee. This may occur before or after loan settlement. If your nominated account is a ME account and the direct debit payment is dishonoured, we will reattempt to debit the Rate Lock Fee 14 days after your Rate Lock Request was processed.

3. Rate lock duration.

Your Rate Lock commences on the day we process your Rate Lock Request. Your Rate Lock Request will be processed by us:

- on the business day we receive it provided it is received before 4pm (AEST) on that day; or
- on the next business day if we receive it after 4pm (AEST) or on a day that is not a business day.

In this clause 3, "business day" means a weekday except a national public holiday or a public holiday in Victoria.

The locked rate you receive will be our prevailing fixed interest rate applicable to your chosen fixed interest rate period on the day your Rate Lock Request is processed by us. Your Rate Lock expires 90 days after the commencement of the Rate Lock or earlier if you make changes to your loan and clauses 5-6 below applies. The Rate Lock cannot be extended under any circumstances.

4. Rate lock not effective after expiry.

If the settlement date occurs after the expiry of the Rate Lock, and our prevailing fixed interest rate changes before the settlement date your fixed interest rate will also change because the Rate Lock will no longer be effective.

5. Rate lock revised if you make certain changes to your loan.

Your current rate lock is based on your current loan details. If you make any of the following changes to your loan:

- you change your loan purpose from owner occupied to investment, or vice versa;
- you change your repayments from interest only to principal and interest, or vice versa;
- you lock in a rate that is offered with the Member Package, but choose to cancel the Member Package
- you lock in a rate that is offered without a Member Package, but choose to purchase a Member Package; or
- your loan-to-value ratio changes in such a way that a different fixed rate pricing tier applies,

we will revise your Rate Lock based on the changed loan details. The fixed interest rates available for your selected fixed interest rate period at the time your Rate Lock was originally processed will apply to the revised Rate Lock, and the revised Rate Lock will still expire 90 days from the time your Rate Lock was originally processed.

6. Rate lock expires if you change your fixed interest rate period.

Your Rate Lock will expire early upon you making a change to your fixed interest rate period. The Rate Lock Fee will not be refunded if this occurs. If you again elect to lock in your interest rate, you will be required to make a new Rate Lock request by sending us another Rate Lock Request form and paying for another Rate Lock fee.

7. Refund of rate lock fee if you loan application is declined.

The Rate Lock Fee will be refunded only if your loan application is declined. The Rate Lock Fee amount will be returned to the nominated account from which you made the direct debit payment after 14 days.

8. Verifying your identity.

If you are not an existing ME customer before we can open an account we are legally required to verify your identity. We may do this electronically using reliable and independent data sources. We will contact you to request identification documents if we cannot verify your identity electronically.

9. Privacy notice.

ME collects your personal information to assess your Rate Lock Request and to provide you with the Rate Lock services. Some information must be collected under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth). If you do not provide us with your personal information we cannot process your application.

We will not disclose the personal information we collect through your application to any third parties (other than to your broker (if applicable) and to our service providers – such as our mailing house). However, if you apply for a banking product (such as a home loan), the information we collect from you in respect of that application will be managed in accordance with the Privacy Notice provided to you at that time.

Our Privacy and Credit Reporting Policy is available at mebank.com.au and contains information about how to access and seek the correction of your personal information, and about our complaint handling procedures. Our Privacy Officer can be contacted by calling **13 15 63** or by writing to Privacy Officer, ME, GPO Box 1345, Melbourne VIC 3001.

10. Important information about fixed interest rates.

Please think carefully whether fixing the interest rate on your loan is suitable for your financial circumstances and if you are unsure, we suggest you obtain independent financial advice.

If you choose a fixed rate and term, it is possible that interest rates may fall below the rate of interest applied to your loan during the fixed period.

If your loan is discharged or terminated for any reason before the end of the fixed interest rate period, you may be required to pay a prepayment fee as a result of breaking your fixed rate contract.

Please be aware that making certain alterations to your fixed loan will also result in a break to your fixed rate contract. Your loan will change to the variable interest rate applicable at the time and you may incur a prepayment fee. Examples of these alterations include but are not limited to:

- Extending your loan term
- Topping up your fixed loan
- Switching home loan product type
- Redrawing funds from a fixed loan
- Requesting to change to a variable interest rate
- Discharging your loan due to sale or refinance

An additional payment (lump sum) can be made to your loan without breaking your fixed rate contract, however, your repayments may be recalculated and a partial prepayment fee may apply.



Direct debit request service agreement.

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Direct debit request service agreement.

1. Definitions.

In this agreement, unless the context requires otherwise:

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 the attached Direct Debit Request completed and signed;

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 ME Bank – a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian Credit Licence Number 244616;

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

your financial institution means the financial institution at which the nominated account is held.

2. Debiting your nominated account.

- a. By signing a DDR you authorise us to arrange for funds to be debited from your nominated account in accordance with your specific instructions set out in the DDR (if any).
- b. 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.
- c. If you are uncertain as to when the drawing will be processed, contact your financial institution.
- d. If a drawing arrangement is returned unpaid by your financial institution you:
 - may be charged a fee and/or interest by your financial institution; and
 - may also be charged a fee imposed or incurred by us.
- e. We reserve the right to cancel your drawing arrangement if the drawing is returned unpaid.
- f. 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. Changes to this agreement.

We may change any details of this agreement or of a DDR by giving you written notice or by advertisement in the national media in your state or territory. If we believe the change is unfavourable to you, we will give you at least 30 days notice; otherwise we will give you notice as soon as reasonably possible.

4. Your rights.

- a. 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 ME, Reply Paid 1345, Melbourne VIC 8060 or by faxing it to (03) 9708 4663. Alternatively, you can call us on **13 15 63**.
2. 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.
3. 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; or
 - has not been incorrectly debited, we will provide you with reasons and any evidence for this finding.

5. Your obligations.

It is your responsibility to:

- a. 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;
- b. have sufficient clear funds in your nominated account to enable drawings to be made;
- c. 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;
- d. 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;
- e. tell us if the details of your nominated account change in any way; and
- f. check your statement to verify that the amount debited from your nominated account is correct.