



Direct Credit request.

Email: dcr@mebank.com.au
Any questions? Call ME on **13 15 63**
or visit mebank.com.au

Instructions for completing a Direct Credit Request.

1. Complete Sections 1-5.
2. Email this form to DCR@mebank.com.au
3. Call ME on **13 15 63** to confirm the payment request

Direct Credit Requests received and confirmed after 3pm (AEDT/AEST) will be actioned on the next business day.

I/We request you to arrange for funds to be withdrawn from my/our ME account shown below and credited to the account at the financial institution shown in Section 2 in accordance with: (a) my/our instructions set out below and (b) my/our future instructions.

Section 1: Details of your ME account to be debited.

Account number

Name(s) of account holder(s)

Section 2: Details of the account to be credited.

The funds for the Direct Credit Request will be credited to this account.

Name of financial institution

Full name(s) of account holder(s) (initials not accepted)

BSB number

Account number

Note: If you are making a payment to a third party, please contact them to verbally confirm and validate that their account details specified in this section are correct.

Section 3: Help ME understand the nature of your request.

Payment purpose/reason (Note: This is different to the payment reference optional in Section 4)

What is your relationship with the person or organisation you are sending your funds to?

When was the last time you met with the person or organisation your are sending the funds to?

Is the payee the same person or organisation that asked you to send the funds? Yes No

If answered no, and funds are being provided to a 3rd party, please provide further details.

Have you ever met the payee in person? Yes No

If no, when and through what method was your last contact with them?

Are you confident that this is not a scam, and understand the funds may not be recovered if it is a scam?

Yes No

If answered no, are unsure or feel pressured, do not proceed and contact 13 15 63 or +61 3 9708 4001 (if overseas) for our customer service team to assist you further.

Section 4: Direct Credit Request Instructions

I/We would like to establish a new or additional direct credit request (not to replace existing)

Please withdraw \$ from my/our account in Section 1 and credit the account detailed in Section 2.

Payment date

Description/Reference (optional)

Section 5: Declaration.

I/We acknowledge that this direct credit arrangement is governed by the terms of the Direct Credit Request Terms and Conditions on this form. I/We acknowledge that it is my/our responsibility to ensure that the account details I/we have provided in Section 2 are correct or my/our payment may be unsuccessful or may be paid to an unintended account. If this happens, ME may not be able to recover the funds. ME does not check that the details I/we provide are correct (i.e. name and account number match) and relies solely on the account number details supplied to process the transaction.

Print name

Signature (digital signatures are accepted)

Date

Print name

Signature (digital signatures are accepted)

Date

Section 6: Direct Credit Request Terms and Conditions

By completing and signing this Direct Credit Request form you agree and acknowledge that:

- (a) if there are sufficient cleared funds in your ME account we will withdraw the requested amount from that account and send payment to your nominated account on each day a withdrawal is to be made in accordance with your Direct Credit Request. We are not responsible for any delay in processing that payment by the financial institution at which your nominated account is held;
- (b) it is your responsibility to:
 - ensure that there are sufficient cleared funds in your ME account on a day a withdrawal is to be made in accordance with your Direct Credit Request;
 - check that the details you have provided us of your nominated account are correct by checking them against a recent account statement;
 - advise us if your nominated account is transferred, closed or if any other account details change; and
 - check your account statement to verify that the amounts withdrawn from your ME account are correct;
- (c) if there are insufficient cleared funds in your ME account on a day a withdrawal is to be made in accordance with your Direct Credit Request, we:
 - are not required to make any payment to your nominated account;
 - may make the payment to your nominated account when sufficient cleared funds are available (but we are not obliged to do this); and
 - are not liable for any loss you may suffer as a result of any failure or delay in payment to your nominated account;
- (d) if a day on which we are to make a payment to your nominated account in accordance with your Direct Credit Request is a public holiday, a Saturday or a Sunday, we may make the payment on the next business day; and
- (e) we may stop acting in accordance with your Direct Credit Request at any time:
 - without notice to you if the financial institution at which your nominated account is held refuses to accept our payments; or
 - by sending you written notice.
- (f) we are not liable for any delay or failure in processing your Direct Credit Request where we reasonably believe that processing it may cause you or us loss. We will notify you if we are unable to process your Direct Credit Request.