



**DIRECT DEBIT REQUEST**

I/we request that moneys due in terms of the repayment arrangements covered by this document be drawn by Magicmotion Pty Ltd T/A **1300nbound** (User ID 321336) under this Direct Debiting system from my/our account on the 15<sup>th</sup> day of each month:

You can choose to pay your repayments either by;

**DIRECT DEBIT** from your bank account OR  **CREDIT CARD** (must be the Applicants credit card). Tick your preferred payment method then complete and sign the relevant authority below.

**Direct Debit Account details are:**

Account Name: \_\_\_\_\_

Financial Institution Name \_\_\_\_\_

Financial Institution Branch Name \_\_\_\_\_

BSB \_\_\_\_\_ Account No \_\_\_\_\_

Account Name \_\_\_\_\_

**Credit Card details are:**

Cardholders name: \_\_\_\_\_

Bank .....

Card Type .....

Card No .....

Card expiry date .....

I/we acknowledge that this Direct Debiting arrangement is governed by the terms of the Direct Debits Service Agreement received from you.

Signature(s).....Date.....

Signature(s).....Date.....

If Joint Account, two authorised bank signatories may be required



## **CUSTOMER SERVICE AGREEMENT**

### **OUR COMMITMENT TO YOU**

#### **Drawing arrangements:**

We will advise you, in writing, the details of 1300nbound Repayment Plan drawing arrangements (amount-frequency-commencement date) at least **15 calendar days** prior to the first drawing.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will not change the amount or frequency of drawing arrangements without your prior approval.

We reserve the right to cancel the 1300nbound Repayment Plan drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution & to arrange with you an alternative payment method.

We will keep all information pertaining to your nominated account at your Financial Institution, private & confidential.

#### **Your rights:**

You may terminate the 1300nbound Repayment Plan drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least **20 business days** prior to the due date.

You may stop payment of a drawing under the 1300nbound Repayment Plan by giving written notice to us. Such notice should be received by us at least **20 business days** prior to the due date.

You may request change to the drawing amount and/or frequency of 1300nbound Repayment Plan drawings by contacting us and advising your requirements no less than **20 business days** prior to the due date.

Where you consider that a drawing has been initiated incorrectly (outside 1300nbound Repayment Plan arrangements) you should take the matter up directly with us.

### **YOUR COMMITMENT TO US**

#### **Your responsibilities:**

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.

It is your responsibility to ensure that the authorisation given to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where the account is based.

It is your responsibility to advise us if the account if the account nominated by you to receive the 1300nbound Repayment Plan drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternative payment method if the 1300nbound Repayment Plan drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.