

Direct Debit Request Form

Please complete your details and return to BOQ Specialist:
Email your form to client.services@boqspecialist.com.au,
post it to BOQ Specialist Client Services GPO Box 2539,
Sydney, NSW, 2001 or fax to 02 9293 2160.

Products and services are provided by BOQ Specialist - a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian credit licence No. 244616 ("BOQ Specialist").

Please use **BLOCK LETTERS**.

1. **IMPORTANT:** Your bank account details may need to be verified. One cent will be credited to your account with a reference code which you will need to quote to our Client Service Centre. Please check your account transactions the day after you return this form and call us so we can activate your account for direct debits.
2. A drawing fee (currently \$1.99 including GST) will apply to the direct debit arrangement of all commercial lending products when drawn from non-BOQ Specialist accounts.

DEBIT REQUEST

To: BOQ Specialist
(user ID 359291).

I/We acknowledge that this Direct Debit Request is governed by the terms and conditions of the Direct Debit Request - Service Agreement received from BOQ Specialist.

I/We request that moneys due in terms of the repayment arrangements under the finance contract/facility agreement be drawn under the Direct Debit System from my/our account details below:

BOQ Specialist Account/Contract Number(s)

Client Name

Bank Account Name (as per the statement, related accounts only)

ABN / ACN if Company

BSB number

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Bank Account Number

Financial Institution Name & Branch

All account holders to the bank account nominated must sign. If there is more than one account holder then at least 2 account holders must sign.

Client 1

 Sign Here

Date

 / /

Name (please use block letters)

Client 2

 Sign Here

Date

 / /

Name (please use block letters)

ALTERNATE PAYMENT METHOD - FOR COMMERCIAL LENDING PRODUCTS ONLY (EXCLUDING OVERDRAFTS)

Request to make monthly repayments from a BOQ Specialist credit card account

I request that moneys due in terms of the repayment arrangements under the finance contract be paid from my BOQ Specialist credit card account along with any applicable administration fees as follows:

BOQ Specialist Finance Contract Number(s)

Name of BOQ Specialist Credit Card Holder

Credit card type (please tick appropriate type)

Signature credit card Last 4 digits on the card*

Platinum credit card Last 4 digits on the card*

Cardholder's signature

 Sign Here

Date

 / /

This payment option is only available to BOQ Specialist issued credit cards. A processing fee of 1.50% of the amount processed will apply and be charged to your BOQ Specialist credit card account.

If your repayment date falls between the 26th - 31st of the month and you elect to make repayments using your BOQ Specialist card, your repayment will be drawn on the 26th of the month or on the first business day thereafter if the 26th is not a business day.

* or any replacement card issued under the above Credit Card Account should this card be cancelled for any reason.

Our commitment to you - Drawing Arrangement:

- 1) We undertake to periodically debit your nominated account for any amount owing under your finance contract/facility agreement.
- 2) We will draw the required drawing on the due date. A drawing fee (currently \$1.99 including GST) will apply to the direct debit arrangement. If any drawing falls on a public holiday or a non business day, the drawing will be debited to your account on the **prior business day**.
- 3) We will not change the amount or frequency of the drawings without your prior approval. The period of notice should we vary the direct debit agreement will be at least 14 calendar days.
- 4) We reserve the right to cancel the direct debit if three or more drawings are returned unpaid by your nominated financial institutions and to arrange with you an alternate payment arrangement.
- 5) We will keep all information pertaining to your nominated account at the financial institution, private and confidential.

Your Rights:

- 1) You may terminate the direct debit arrangements outright or stop a payment by giving us written notice or notice to your financial institution. Notice should be received by us at least 5 business days prior to the date.
- 2) You may request a change to the drawing amount and the frequency by contacting us and advising of your requirements no less than 5 working days prior to the date. Note any change does not alter your responsibility to meet the required payment owing under your finance contract. Where you consider that a drawing has been initiated incorrectly you may take the matter up directly with us or lodge a Direct Debit Claim through your financial institution.

Your commitment to us - Your responsibilities:

- 1) It is your responsibility to ensure that sufficient cleared funds are available in the nominated account to meet the drawing on its due date. Failure to do so may result in the drawing being dishonoured by your financial institution, and may incur a dishonour fee. In such circumstance we reserve the right to also charge a dishonour fee.
- 2) It is your responsibility to ensure the authorisation given to draw on the nominated account is identical to the account signing instructions held by the financial institutions where the account is based.
- 3) It is your responsibility to advise us if the account nominated by you to receive the drawings is transferred or closed.
- 4) It is your responsibility to arrange with us a suitable alternate payment method if you wish to cancel the drawing.