



# Baptist Financial Services Australia Ltd

ABN 56 002 861 789 – AFSL 311062

Ph - 1300 650 542 Fax - 1300 784 699 Email [clients@bfs.org.au](mailto:clients@bfs.org.au) Web [www.bfs.org.au](http://www.bfs.org.au)  
 NSW/ACT PO Box 122, Epping NSW 1710 VIC/TAS PO Box 377 Hawthorn VIC 3122  
 SA/NT PO Box 432 Unley SA 5061 WA PO Box 57 Burswood WA 6100

## Direct Debit Request (BFS Clients Only)

<b>Please tick one box:</b>		<b>BFS Account Number</b>
<input type="checkbox"/> Loan Repayment	Loan number	
<input type="checkbox"/> Other	BFS a/c Name	
<b>Request and Authority to debit the Account as detailed below to pay Baptist Financial Services Australia Limited</b>	Surname or Company name _____ Given names or ABN/ARBN _____ request and authorise Baptist Financial Services Australia Limited (BFS) Debit User ID148018 to process any amount BFS deems to debit or charge you through the Bulk Electronic Clearing System from an account held at the Financial Institution below.	
<b>Name of Financial Institution that holds the account</b>	Financial Institution Name _____ Branch/Address _____	
<b>Account details to be debited*</b>	Account Name _____ BSB Number <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> Account number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Narration: _____ (Max 18 Characters)	
<b>Acknowledgement</b>	By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and BFS as set out in the Request and in your Direct Debit Services Agreement.	
<b>Debit commencement</b>	Amount to be debited: \$ _____. The first debit will commence on ___/___/___ and at the following intervals after that: <input type="checkbox"/> once off <input type="checkbox"/> weekly <input type="checkbox"/> fortnightly <input type="checkbox"/> monthly <input type="checkbox"/> quarterly <input type="checkbox"/> half yearly <input type="checkbox"/> yearly <input type="checkbox"/> 4 weekly <input type="checkbox"/> 2 monthly    (tick as appropriate) until further notice, or the last debit to be on ___/___/___.	
<b>BFSOnline</b>	Please tick if you require the above account to be used as a predefined external account for BFSOnline Internet account access purposes <input type="checkbox"/>	
<b>Type of Request</b>	Tick one box: <input type="checkbox"/> New Authority <input type="checkbox"/> Amendment of Authority No: _____ <input type="checkbox"/> Cancellation of Authority No: _____	
Authorised signatory of account to be debited*		Authorised signatory of account to be debited*
SIGN HERE		SIGN HERE
Print Name:		Print Name:
Address		Address
Daytime Phone:                                  Date / /		Daytime Phone:                                  Date / /
<b>Office Use Only</b>	NEW Authority Number: _____ Entered by: _____ Date: _____	

## Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Baptist Financial Services Australia Ltd. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

### Definitions

*account* means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.

*agreement* means this Direct Debit Request Service Agreement between *you* and *us*.

*banking day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia or in the state of New South Wales.

*debit day* means the day that payment by *you* to *us* is due.

*debit payment* means a particular transaction where a debit is made.

*direct debit request* means the Direct Debit Request between *us* and *you*.

*us* or *we* means Baptist Financial Services Australia Ltd, the Debit User *you* have authorised by requesting a *Direct Debit Request*.

*you* means the client who has signed or authorised by other means the *Direct Debit Request*.

*your financial institution* means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

### 1. Debiting your account

1.1 By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. Amendments by us

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

### 3. Amendments by you

3.1 You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least five (5) days notification by writing to: BFS Client Services, PO Box 122, EPPING NSW 1710

*Or* by telephoning us on 1300 650 542 during business hours;

*Or* arranging it through your own financial institution, which is required to act promptly on your instructions.

### 4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:

(a) *you* may be charged a fee and/or interest by *your financial institution*;

(b) *you* may also incur fees or charges imposed or incurred by *us*; and

(c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

### 5 Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 650 542 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

### 6. Accounts

6.1 You should check:

(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.

(b) your account details which you have provided to us are correct by checking them against a recent account statement; and

(c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

### 7. Confidentiality

7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

(a) to the extent specifically required by law; or

(b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

### 8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to BFS Client Services, P O Box 122, EPPING NSW 1710

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the third banking day after posting.