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Living Here Launceston  
25 Invermay Rd  
Launceston TAS 7250  
Ph: 03 6332 3500  
E: launceston@livinghere.com.au

## DIRECT DEBIT REQUEST

I/We \_\_\_\_\_  
Customer Name(s) giving Direct Debit Request

\_\_\_\_\_  
Customer Residential Address

\_\_\_\_\_  
Postcode \_\_\_\_\_

Authorise Alexia Pty Ltd trading as Living Here Launceston of 25 Invermay Road, Launceston, Tasmania A.C.N 009 560 721, ABN 34 009 560 721 with user ID number 203071 to arrange for funds to be debited from my/our account as described in The Schedule below.

### **Payment Details:**

The Payment is for: \$ \_\_\_\_\_ Identified by Reference Number: \_\_\_\_\_

### **The Schedule**

#### **Details of account to be debited:**

Account held in the name(s) of: \_\_\_\_\_

\_\_\_\_\_ Name \_\_\_\_\_ of

Financial Institution: \_\_\_\_\_

\_\_\_\_\_ Financial Institution's BSB: \_\_\_\_\_

\_\_\_\_\_ - \_\_\_\_\_

### **Direct Debit Request Authorisation**

I/We have read and understood the "Service Agreement" overleaf and acknowledge and agree to it.

I/We request this Arrangement remain in force in accordance with The Schedule described above and in compliance with the "Service Agreement" overleaf.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Service Agreement**

1. Alexia Pty Ltd Trading As Living Here Launceston (the "Debit User") will debit the BSB/Account nominated in the schedule of this Direct Debit Request as specified.
2. The Debit User will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.
3. The customer(s) may request the Debit user to defer or alter the payment amount specified in the schedule of this Direct Debit Request. Requests authorising these changes must be made in writing to Living Here Launceston at least seven days prior to the proposed change. Customer(s) may change the:
  - Due date of payment
  - Payment amount
  - Frequency of payment

Customer(s) wishing to vary the drawing account details specified in the Schedule of this Direct Debit Request must provide signed authority for such changes to be effected.

4. The Debit User will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in the Schedule of this Direct Debit Request. Customer(s) must complete a "Direct Debit Request" form to initiate the process. The forms are available from Living Here Launceston and will be posted to the customer if required. The Debit User will investigate the dispute and will reply in writing to the customer within seven days. The customer may also direct a dispute to their bank.
5. The Debit User advises that some Financial Institutions accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in the Schedule of this Direct Debit Request enables direct debiting.
6. It is the customer(s) responsibility to ensure at all times there is sufficient funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in the Schedule of this Direct Debit Request.

Should the customer fail to have sufficient cleared funds in the account, the customer agrees to pay a fee of \$30 to the debit user, such fee will be debited from the customer's account with the next payment.

7. The Debit User advises the debit drawing will be made on the agreed due date as nominated in the Schedule of this Direct Debit Request. When the due date is a closed business day the Debit User will initiate the debit drawing on the next open business date.

A closed business day is defined as any calendar day on which the customer(s) Financial Institution is not open for direct debit processing. That is;

- Weekends
- Public Holiday – State
- Public Holiday – National

8. Where an unpaid debit item is returned by the customer(s) the Debit User will apply an outward dishonour fee to the customer(s) of ten dollars (\$10).
9. Customer(s) who wish to cancel this Direct Debit Request must notify the Debit User in writing not less than 7 days before the next scheduled debit drawing. Customer(s) should call into Living Here Launceston and complete a "Direct Debit Cancellation" Form to effect the cancellation. Cancellations may also be direct to the customer(s) bank.
10. The Debit User requests the customer(s) to direct all enquiries, disputes requests for payment changes or cancellation directly to the Debit User in the first instance.
11. The Debit User agrees to keep confidential all customer(s) records and account details contained in the Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.

**SIGNED:** \_\_\_\_\_

**DATE:** \_\_\_\_\_