Stop Payment of Direct Debits on Transaction Accounts

Cancel arrangements and customer claims

bankwest

ⓘ **You can use this form to:**
> Permanently cancel an existing Direct Debit Request (Section 3)
> Seek a refund from your Direct Debit User i.e. merchant for payment(s) initiated without your authority (Section 4).

Ways to return this form:
> **Bankmail:** log in to Bankwest Online Banking from your desktop computer and go to 'Message centre'.
> **Post:** PO Box W2072, Perth WA.
> **Fax:** 1300 664 825 or visit a local **Bankwest branch**.

Section 1 – Personal details

Please enter the full account title as appears on your statement (if held in joint names, details of all parties to be included)

Residential address (PO Box is not acceptable)

Suburb	State	Postcode

BSB	Account number	Preferred contact number
		( )

Section 2 - Direct Debit User details

Name of Direct Debit User (must be provided)	Date of last payment	Amount
		$

APCA User ID if known (6 digit Direct Debit User ID code – can be extracted from Client Data Enquiry)

Section 3 – Cancel my Direct Debit Request

ⓘ **Note:** If a payment hasn't yet debited your account, we are unable to process your request to stop a payment. Please lodge a claim and stop payment request with your Direct Debit User.

☐ **Permanently cancel my Direct Debit Request**

Please arrange to permanently cancel my Direct Debit Request and effective today, stop any payment of all future direct debits to the Direct Debit User specified in Section 2. I accept that if multiple direct debits are set up with this Direct Debit User, all direct debits to them will be stopped (note a new cancellation request is required for each payment authority being cancelled).

Please provide details of your billing number, contract or policy number that you supplied to the Direct Debit User. If unknown, include the transaction description from your statement.

ⓘ **Note:** Bankwest will notify the Direct Debit User of your cancellation instructions via their sponsor Financial Institution. You should allow at least 10 days for the request to be received and processed by the Direct Debit User.

Section 4 – Customer Claim on disputed transactions

I believe that money has been incorrectly withdrawn from my account by this Direct Debit User and request that you seek restitution on my behalf because:

☐ I haven't given this Direct Debit User any authority to draw funds from my account; or

☐ Payment(s) against an existing or former authority were unauthorised for the following reasons:

If you've previously contacted the Direct Debit User to cancel your authority, please let us know the date

ⓘ **Note:** I understand that effective today, a stop will apply on all future direct debits to the Direct Debit User specified in Section 2. I accept that if multiple direct debits are set up with a Direct Debit User, all direct debits to them will be stopped.

Date debited	Amount	Customer statement description
	$	
	$	
	$	
	$	
	$	
	$	
	$	
	$	

Any other details of claim:

ⓘ **Note:** The Direct Debit User has the right to dispute your claim. They're required to respond to us within seven business days (or within one month for transactions which occurred more than 12 months ago) to either refund the amount you've claimed or provide evidence to support their dispute of your claim. If the Direct Debit User disputes your claim and you disagree with their decision, you can lodge a further claim with us and the dispute will, in most cases, be resolved within one month.

Section 5 – Authorisation (must be completed in all cases)

ⓘ If you choose to email or fax a copy of any documentation to us, you do so at your own risk. As both of these are unsecured means of communication, there is a risk your information could be viewed by other if it is intercepted or sent to an incorrect address/number, and Bankwest assumes no responsibility

By signing this form I acknowledge that any joint account holder understands and agrees to disputing to this transaction.

Signature of customer 1

X

Date

Signature of customer 2

X

Date

Full name of customer supplying details

Typing your signature? For security reasons, you can only return this form via Bankmail. If you'd prefer to fax or post it back, please print and sign instead.