

Direct Debit Request



Bankwest, a division of Commonwealth Bank of Australia
ABN 48 123 123 124 AFSL/Australian credit licence 234945



Important Information

Email the completed form to us at **cs.supportingdocs@bankwest.com.au**, post to **GPO BOX W2072, PERTH WA 6846**, or fax to **1300 664 825**. 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 for this. If you have any concerns about emailing or faxing information please provide it by other means.

Section 1 – Customer details

☐ New ☐ Existing Cancel existing instructions? ☐ Yes ☐ No

I/We authorise and request Bankwest, a division of Commonwealth Bank of Australia (User ID No. 473, 954 or 138471) 'Bankwest', until further notice in writing, to arrange for my/our account (as described in Section 2 below) to be debited as specified. If no amount is specified, the account may be debited with the loan instalment amount together with any related interest charges and loan fees.

Title	Given name(s)	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
Company name (if applicable)		ACN (if applicable)
<input type="text"/>		<input type="text"/>

Section 2 – The schedule

Note: Direct Debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution. Please ensure account details are correct and that this request is signed by required number of authorised signatories.

Debit account details

Financial institution	Branch	
<input type="text"/>	<input type="text"/>	
Account name(s)		
<input type="text"/>		
BSB	Account number	Direct debit commencement date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Fixed Amount (do not complete if amount will vary)	Payment details	
<input type="text"/>	<input type="text"/>	

Frequency: ☐ Weekly* ☐ Fortnightly* ☐ 4 weekly ☐ Monthly ☐ Quarterly ☐ Annually ☐ Upon request

Additional options for loans only: ☐ Interest only ☐ Standard monthly repayments

For home loans where a fixed amount is not specified, if your repayment type changes from Interest Only to Principal and Interest, Bankwest may debit an amount to cover the minimum repayment.

*Direct debits for loans are calculated using a 52-week formula to ensure the repayments are met on an annual basis.

For example: If your minimum monthly payment is \$1,000;

- A standard fortnightly payment will be calculated as follows:
 - Monthly payment of \$1,000 x 12 months in a year, divided by 26 fortnights = \$461.55
- A standard weekly payment will be calculated as follows:
 - Monthly payment of \$1,000 x 12 months, divided by 52 weeks = \$230.76

This means that setting up weekly or fortnightly payments could result in your account entering arrears in some months, given the variation in the number of days and weeks across different months. To meet your minimum monthly repayment and to avoid potentially falling into arrears, you may wish to make additional payments manually.

Section 2 – The schedule (continued)

Credit Bankwest credit card

Account number

☐ Fixed amount

\$

☐ Account Balance

☐ Statement balance

☐ Minimum payment due

Credit Bankwest account

BSB

Account number

Important Information

Are these details correct? It is your responsibility to check that the details you provide (including the recipient details, BSB and account number) are correct and to inform us immediately of any errors. We rely on the details you provide and may not undertake any further verification steps to confirm the recipient's details (including matching their account name). To reduce your risk of being scammed, you should also double-check the legitimacy of the transaction. If you enter the wrong details funds may be sent to the wrong account, and we may not be able to recover funds from an unintended recipient.

Section 3 – Acknowledgement

By signing below, I acknowledge that I have read and that I agree to the terms and conditions of the "Direct Debit Service Agreement" on the reverse of this form.

Authorised signatory 1

Date

Authorised signatory 2

Date

Authorised signatory 3

Date

Authorised signatory 4

Date

Section 4 – Direct debit request service agreement

1. Bankwest, a division of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL/Australian credit licence 234945 (Bankwest) as Debit User will initiate direct debit payments in the manner referred to in the Schedule.
2. Debit payments will be made when due. Bankwest will not issue individual confirmation of payments made.
3. Bankwest will give the customer at least 14 days' written notice if Bankwest proposes to vary details of this arrangement, including the amount and frequency of payments.
4. If the customer wishes to defer any payment or alter any of the details referred to in the Schedule, the customer must either call **13 17 19**, message in the Bankwest App or write to Bankwest at the following address:
Customer Services
GPO Box E237
Perth WA 6841
5. Any queries concerning debit payments or disputed debit payments must be directed to Bankwest as Debit User in the first instance. Customers may obtain details of the claims process by calling us on **13 17 19** or messaging in the Bankwest App.
6. Direct debiting is not available on the full range of accounts at all financial institutions. If in doubt, the customer should check with the financial institution before completing this Direct Debit Request.
7. The customer should ensure that the account details given in the Schedule are correct by checking them against a recent statement from the financial institution at which the account is held.
8. By signing this Direct Debit Request, the customer warrants and represents that he/she/they is/are duly authorised to request the debiting of payments from the account described in the Schedule.
9. It is the customers responsibility to have sufficient funds available in the account to be debited to enable debit payments to be made in accordance with the Direct Debit Request. If there are insufficient funds, Bankwest may refuse to make the payment or defer its payment to a later date.
10. If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day.
11. If any debit payment is returned unpaid, Bankwest may deduct a dishonour fee or a deferral fee (as applicable) for each unpaid item, from the source account. This may result in more than one fee being charged.
12. Customers wishing to cancel this Direct Debit Request or to stop individual debit payments must give at least 7 days' written notice to the Bankwest Transactional Banking Unit. This may be arranged by calling us on **13 17 19** or messaging in the Bankwest App.
13. Except where the account or banking service terms and conditions permit disclosure, and except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required or permitted by law, Bankwest will keep details of the customer's account and debit payments confidential.