

# HORDERN PROPERTIES

## DIRECT DEBIT REQUEST (DDR)

I/We request **HORDERN PROPERTIES P/L (User ID #186174)** to arrange for funds to be debited from the nominated account at the financial institution shown below according to the specified schedule.

Tenants Name

Property Address

Financial Institution

Branch

BSB No.  -

Account No.

Account Name

Commencing

Please debit \$ \_\_\_\_\_ from the above account each: Week  Fortnight  Month

One off payment of \_\_\_\_\_ is required. Daily rate of \_\_\_\_\_ per day of \_\_\_\_\_ day/s.

Signature(s) \_\_\_\_\_  
(If debiting form a joint bank account, both signatures are required)

Date :  -  -

### CUSTOMER DIRECT DEBIT REQUEST SERVICE AGREEMENT

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between **Hordern Properties Pty Ltd (User ID # 186174)** and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

#### Initial Terms of the Arrangement

In terms of the Direct Debit request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for the purpose of rents or any charges incurred in relation to your residence as agreed.

#### Drawing Arrangements

- The first drawing under this Direct Debit Request arrangement will occur immediately.
- If any drawing falls on a non-business day, it will be debited to your account on the next business day following the schedule drawing date.
- We will give you at least 14 days notice when changes to the initial terms of the arrangement are made. This notice will state applicable changes that may include the new amount, frequency or next drawing. It may also have any other changes to the initial terms.
- If you wish to discuss any changes to the initial term, you are welcome to contact us during working hours at (02) 92670308 or email us on info@hordernproperties.com.au

#### Changes to the Arrangement

If you want to make changes to the drawing arrangements, kindly contact us at least 7 days prior to your next schedule drawing and put those changes in writing so we can amend our records. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely

#### Enquires

Direct all enquires to us, rather than to your financial institution and these should be made at least 7 working days prior to the next scheduled drawing date. All communication addressed to us should include your address and customer identification. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

#### Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting or office immediately.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - Within 7 business days (for claims lodged within 12 months of the dispute drawing); or
  - Within 30 business days (for claims lodged more than 12 months after the dispute or drawing)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing. Note: your financial institution will ask you to contact us to resolve your dispute drawing prior to involving them.

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this); and
- On the drawing date there is sufficient cleared funds in the nominated account; and
- You advise us if the nominated account is transferred or closed

If your drawing is returned or dishonoured by your financial institution, a transaction fee of \$10.00 in respect of the above will be added to your current outstanding amount. We will contact you immediately to notify you of the dishonoured payment and you will be required to pay the outstanding amount immediately