

Glebe Income Accounts

DIRECT DEBIT REQUEST



AUTHORISATION

I/We request the Glebe Administration Board (User ID 148032) to make additional investments to the following at-call account/s from my/our nominated account at the financial institution shown below according to the schedule specified below.

REQUEST TYPE & ACCOUNT DETAILS

New Direct Debit Request OR Change an existing Direct Debit Request (This replaces existing Direct Debit Request instruction)

All-In-One Account Number	<input type="text"/>	\$	<input type="text"/>	.	<input type="text"/>
At-Call Premium Account Number	<input type="text"/>	\$	<input type="text"/>	.	<input type="text"/>

ACCOUNT NAME(S)

ADDRESS

STREET ADDRESS

Suburb State Postcode

SIGNATURE(S)

(If debiting from a joint bank account **all** signatures are required)

Date / /

DETAILS OF FINANCIAL INSTITUTION

Name of financial institution

Branch Branch number (BSB)

Account name

Account number

Reference

DIRECT DEBIT DETAILS

Please debit \$, . from the above account.

Commencing immediately / on / /

This debit is to occur on the day of each month or as indicated below: (tick only one box).

Weekly Fortnightly Monthly

Quarterly Half-yearly Once-off

until date of final payment / / or until further notice

– PLEASE REFER TO DIRECT DEBIT REQUEST SERVICE AGREEMENT ON OTHER SIDE OF THIS FORM –

I / We acknowledge that I/we have read the Direct Debit Service Agreement included in this Direct Debit Request.

Signature(s)

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DIRECT DEBIT REQUEST



DIRECT DEBIT REQUEST SERVICE AGREEMENT

This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between Glebe Administration Board (User ID 148032) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance. Please ensure that you keep a copy of this agreement.

Please ensure that:

- a your nominated account can accept Direct Debit; and
- b sufficient cleared funds are available in the nominated account on the day to be drawn on.

At least 14 days notice will be provided in writing if the terms of the initial agreement are to change.

You may ask us to:

- ♦ Defer the drawing;
- ♦ Alter the schedule;
- ♦ Stop an individual debit;
- ♦ Suspend or cancel the DDR;
- ♦ Dispute any debit; by

Please contact us on 1800 636 134 (Free call) or (02) 9284 1448 for further assistance or by mail to:

Glebe Income Accounts, Reply Paid Q190, QVB Post Office NSW 1230 stating:

- your client / account number;
- details of the action you wish to take;
- details of any bank account changes;
- if deferring a payment, the exact duration; and
- the signatures of all parties on the facility.

Any dispute will be investigated accordingly.

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 disputed drawing) or
- within 30 business days (for the claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

- If the date of drawing is not a business day then the drawing will be made on the closest business day after the due date.
- If the drawing is dishonoured you will be contacted by telephone or letter and any fees charged to the Glebe Income Accounts may be passed on to you together with any additional cost of administration. The dishonour will need to be replaced with a cheque.
- All of the information you supply will be treated as confidential except that information provided to our Financial institution to initiate the drawing to your nominated account.

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 your commitment.

The first drawing under this Direct Debit arrangement will occur as soon as possible or on the date stated on the Direct Debit Request taking into account the type of commitment.

GLEBE ADMINISTRATION BOARD (ABN 16 008 382 090)

Level 2, St. Andrew's House, Sydney Square, Sydney NSW 2000

PO Box Q190, QVB Post Office NSW 1230

Telephone: 1800 636 134 Freecall or (02) 9284 1448

Facsimile: (02) 9266 0662

Email: gia@glebegroup.com.au