

Direct Debit Request

Use this form to establish a direct debit for payments to be debited from your account with another financial institution for:

1. Your agreed loan repayment; or
2. Your agreed loan repayment plus an additional amount for extra repayments; or
3. To credit a Gateway Savings Account; or
4. As a once only transfer to a Gateway Savings or Loan Account.

For assistance, please call 1300 302 474.

Important information: You will not be able to save partially completed forms.

* Denotes Mandatory Field

Step 1 - Your Details

Personal Details*

Title* Mr Mrs Ms Other

Full Name*

Member No.*

Step 2 - Direct Debit Options

Select one Direct Debit option

New Cancellation Change an existing Direct Debit (complete details below):

Next due date Bank account details Amount Frequency of payment

Step 3 - Purpose, Amount & Frequency of Payment

Loan Repayment (tick all that apply)

I/We request and authorise Gateway Bank (User ID Number 049220), until further notice, to debit the account detailed below for:

- my/our agreed loan repayment
- the amount of \$ in addition to my/our agreed loan repayment
- my/our Annual Package Fee on the anniversary of settlement each year for the term of my our loan.

Savings Account/Once Only Payments

I/We request Gateway Bank to debit the amount of \$

Other Bank account to be debited

Bank Name

Branch/Bank Address

Account Name

Account Number BSB -

Step 3 - Purpose, Amount & Frequency of Payment (continued)

Payment frequency (excluding the Annual Package Fee)

Once only
 Weekly
 Fortnightly
 Monthly

Commencement Date:
 End Date
 Or until further notice

Gateway Account to be credited

Account Name

Account Type

Account Number

Step 4 - Print, Sign & Send

The terms and conditions for Direct Debits are set out in the 'Gateway Deposit Accounts and Access Facilities General Conditions of Use' available at www.gatewaybank.com.au and the Direct Debit Request Service Agreement below.

By signing this Direct Debit Request you acknowledge that you have read and understood the Terms and Conditions below governing the debit arrangements between you and Gateway Bank Ltd as set out in this Direct Debit Request and the Direct Debit Request Service Agreement. Please ensure that the account information you have provided is correct and that this Direct Debit Request is signed by all account holders of the nominated account.

Account Holder

Signature*

Print Name*

Date*

Joint Account Holder (complete if applicable)

Signature*

Print Name*

Date*

Direct Debit Request Service Agreement

1. DEBITING YOUR ACCOUNT

1.1 By signing the Direct Debit Request, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request. We will not issue individual confirmations of payments made.

1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the previous or following business day. If you are unsure about which day your account has been or will be debited, please check with your financial institution.

2. CHANGES BY US

2.1 We may vary the terms of this agreement or a Direct Debit Request at any time by giving you at least thirty (30) days written notice.

2.2 We reserve the right to:

- (a) cancel the Direct Debit Request if any debit is returned unpaid by your financial institution; and
- (b) refuse future Direct Debit Requests.

Direct Debit Request Service Agreement

3. CHANGES BY YOU

3.1 Subject to clauses 3.2 and 3.3, you may defer a debit payment or change the arrangements under a Direct Debit Request by giving us 30 days notice in writing, signed by you, of the deferral or change.

3.2 If you wish to stop a debit payment you must notify us in writing at least 30 days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your Direct Debit Request at any time by giving us 30 days notice in writing before the next debit day. This notice should be given to us in the first instance.

4. CLEARANCE TIME

4.1 Direct Debit payments to your Gateway Bank account, on the requested payment date, are credited prior to Gateway actually receiving the funds from your other financial institution. Therefore this payment may not be accessed immediately. Please allow 3 full business days for your funds to be cleared.

5. YOUR OBLIGATIONS

5.1 It is your responsibility to ensure that there are sufficient clear funds available in your account on a debit day to allow a debit payment to be made in accordance with the Direct Debit Request.

5.2 If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;

(b) you may be charged a dishonour fee (\$ at cost) to reimburse us for fees or charges we have incurred for the failed transaction. Refer Fees and Charges & Transaction Limits Brochure, available at www.gatewaybank.com.au; and

(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

5.3 We reserve the right to:

(a) cancel the Direct Debit Request if any debit is returned unpaid by your financial institution; and

(b) refuse future Direct Debit Requests.

5.4 You should check your account statement to verify that the amounts debited from your account are correct.

5.5 If Gateway Bank ABN 47 087 650 093 is liable to pay goods and services tax (GST) on a supply made by Gateway in connection with this agreement, then you agree to pay Gateway on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

6. DISPUTE

6.1 If you believe that there has been an error in debiting your account, you should notify us directly. You should also confirm the details in writing with us as soon as possible so that we can resolve your query quickly.

6.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

6.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

6.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

7. ACCOUNTS

7.1 Please be aware that direct debiting may not be available on all accounts. You should check:

(a) with your financial institution whether direct debiting is available from your account;

(b) your account details which you have provided to us are correct by checking them against a recent account statement from your financial institution; and

(c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

8. CONFIDENTIALITY

8.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. You may access any personal information we hold about you at any time by contacting us.

8.2 We will only disclose information that we have about you:

(a) to the extent specifically required by law; or

(b) for the purposes of this agreement or if required by our sponsor in the direct debit system (including disclosing information in connection with any query, dispute or claim).

9. NOTICE

9.1 If you wish to notify us in writing about anything relating to this agreement, you should write to:

Member Services, Gateway Bank Ltd., GPO Box 3176, Sydney NSW 2001.

9.2 We will give you notice by sending such notice in the ordinary post to the address you have given us in the Direct Debit Request.

9.3 Any notice will be deemed to have been received 3 business days after it is posted.

10. MUTUAL BANKING CODE OF PRACTICE (MBCoP)

10.1 Each relevant provision of the MBCoP will apply to your Direct Debit Request.

Please Note: You may obtain a further copy of these terms and conditions from www.gatewaybank.com.au or call 1300 302 474