



Direct Debit Request

Please return the completed document to;

RAMS, Locked Bag 5001 Concord West NSW 2138 or email to **channelsupportservices@ramsservices.com.au** or fax to **1300 656 728**. For further information, you can phone **13 RAMS that's 13 7267**.

This form allows you to set up a direct debit arrangement for your loan repayments.

★ Mandatory field

STEP 1: YOUR DETAILS

Full given name and surname ★

Company name

Contact number ★

STEP 2: YOUR LOAN

Please complete one of these options:

I. You have a new loan application in progress that you would like to pay via direct debit.

New loan application No. ★ If you're unsure of your application number, call us on **13 RAMS that's 13 7267**.

OR

II. You have an existing loan that you would like to pay via direct debit.

BSB ★ - Acct No. ★ To find out your account number, check myRAMS or call 13 7267.

RAMS will debit your nominated account referred to below with your minimum repayment amount at the frequency specified in your loan agreement. The minimum repayment amount is each regular repayment that you are required to pay at the times specified under your loan agreement.

STEP 3: BANK ACCOUNT TO BE DEBITED AND YOUR AUTHORITY

Please provide details of the account from which you would like your payments to be debited.

New RAMS Action account with Offset option

(tick this box if you have applied for a new RAMS Action account with Offset option during your home loan application)

Existing RAMS Action Account or Other Financial Institution Account (Please fill in details below)

Full Name of Account Holder ★

BSB ★

 - Acct No. ★

Name of financial institution ★

I/We (the account holder/s named above) request and authorise RAMS Financial Group Pty Ltd (User ID Number 361814) to debit the minimum repayments specified in the loan agreement from my/our nominated account referred to above through the Bulk Electronic Clearing System. I/We understand and agree to the terms and conditions governing the direct debit arrangements as set out in this Direct Debit Request and the Direct Debit Service Agreement.

Please note: If the debiting account is in joint names then both account holders must sign below. If the debiting account is in a company name the authorised signatories must sign below.

RAMS can only accept direct debit authorities where at least one of the account holders of the debiting account is a borrower or guarantor on the loan.

Signature 1 ★

Account holder 1 / Signatory name ★

Date ★

Signature 2 ★

Account holder 1 / Signatory name ★

Date ★

Identification is required for authorised signatories or any account holder who is not a borrower or guarantor on the loan.



Direct Debit Request

DIRECT DEBIT REQUEST SERVICE AGREEMENT

This Agreement sets out your rights and responsibilities when making loan repayments by direct debit.

Our Commitment to You

- We will debit your nominated account in accordance with your Direct Debit Request.
- We will give you at least 14 days' notice if we need to change your direct debit arrangements.
- We will keep all information relating to your nominated account confidential, except where required or authorised by law or a court or government agency, or required for the purposes of conducting direct debits with your financial institution or in connection with claims made on us relating to an alleged incorrect debit.

Your Commitment to Us

- Please ensure that direct debits can be made from your nominated account as direct debiting is not available on all accounts. If you are uncertain about this, please check with the financial institution where your account is held.
- Please check your nominated account details against a recent statement before completing the Direct Debit Request.
- Please ensure that there are sufficient funds available in the nominated account to allow payments to be made in accordance with your Direct Debit Request.
- You need to let us know as soon as possible if the nominated account is transferred or closed or your account details change.
- If your direct debit arrangements are cancelled for any reason, you need to arrange an alternative method of making the repayment.
- Please ensure that all account holders or authorised signatories for the nominated account sign the Direct Debit Request.

Can You Change the Direct Debit Repayment Arrangements?

- Any changes that you would like to make are subject to the Terms and Conditions of your account. You need to give us at least 7 days' notice before your next scheduled repayment for any of the following:
 - o stopping an individual repayment;
 - o deferring a repayment;
 - o suspending future repayments;
 - o cancelling the repayments completely; or
 - o altering the repayment amount or repayment details.

You can make all of these changes by calling us on **13 RAMS, that's 13 7267**. You may also stop an individual repayment or cancel your Direct Debit Request by contacting your financial institution where your nominated account is held.

Disputes and Notices

If you believe that there has been an error in debiting your account, the following process will apply:

- You agree to contact us with details of any incorrect debit to the account and to provide us with written notice as soon as possible.
- We will investigate and if we agree that your account has been wrongly debited we will tell your financial institution to adjust your account and correct the mistake. We will include any costs or interest when we do this.
- We will inform you in writing of the amount by which your nominated account has been adjusted.
- If we decide that your account was not incorrectly debited, we will write and tell you our reasons and give you any evidence we have.
- If you are not satisfied with our decision you can refer the matter to your financial institution that may make a claim against us on your behalf.
- You must send any notice under this agreement to us at RAMS Locked Bag 5001 Concord West NSW 2138.
- You can fax the notice to us on 1300 656 728.

Other Information

- If your due date for a loan repayment falls on a weekend or a national public holiday, we will automatically debit your nominated account on the next business day. If you are uncertain as to when a debit will be processed from your nominated account, please check with the financial institution where your nominated account is held.
- If your financial institution cannot withdraw the nominated amount from your account (for example, there's not enough money in your account), they may dishonour the withdrawal. Please check the Terms and Conditions of your loan account to see whether dishonour fees apply.
- If you believe there has been an error in debiting your nominated account, please contact us as soon as possible on **13 RAMS, that's 13 7267**.