

Direct Debit Request Service Agreement

Fax to: 1300 363 689

Mail to: **Cards and Personal Loans**
Reply Paid 9992
Melbourne Victoria 8060

General

The due date for payment of your Monthly Payment Option amount ('debit day') will be the 'due date' for payment shown on your NAB credit card statement of account each month.

Please allow at least one full statement period for the direct debit request to take effect.

This direct debit arrangement will continue to apply to any new credit card account which you may be given as a result of your card being reported lost or stolen or NAB processing your request to transfer to the new credit card account.

Please note that any extra payments you make to your credit card account between the closing date of your statement period up to and including the business day before the debit day shown on your monthly credit card statement of account may reduce the direct debit payment amount processed by NAB depending on the Monthly Payment Option you have selected as outlined below:

- **Minimum Payment:** If the balance of your account on the business day before the debit day is less than the Minimum Payment, the lesser amount will be debited.
- **Fixed Payment:** If the balance of your account on the business day before the debit day is less than the fixed amount, the lesser amount will be debited.
- **Full Payment:** If the balance of your account on the business day before the debit day is less than the Full Payment amount, the lesser amount will be debited.

If your credit card account has a zero or credit balance on the debit day then a direct debit payment will not take place.

The balance of your account used in determining the direct debit amount will be adjusted to take into account any disputed transaction.

Your Rights and Obligations

- You must pay your credit card account by other methods until the direct debit arrangement commences and if the direct debit request is suspended, cancelled or dishonoured for any reason.
- You must ensure your Nominated Account can accept direct debits as not all accounts do.
- You should check the Nominated Account details against a recent statement from your Financial Institution to ensure their accuracy before submitting to NAB and check with your Financial Institution if uncertain.
- The direct debit request must be signed in accordance with the signing authority for the Nominated Account (before you nominate a joint account on the direct debit request you must ensure you are a person authorised to operate the Nominated Account separately and in the manner contemplated by the direct debit request and that you do not require the signature or authority of any other joint account holder).
- The signature used for the direct debit request must be identical to the signature used in connection with your Nominated Account and the primary cardholder of the credit card account.
- You must ensure there are sufficient cleared funds available in your Nominated Account on the debit day to cover the direct debit payment amount.
- You may make extra payments to your credit card account at any stage by other methods.
- You may check with your Financial Institution if you are uncertain as to when a particular debit will be processed to your Nominated Account.
- Make sure you check your credit card statement each month for unauthorised or incorrect transactions.

Making changes to your direct debit request

- You may request the following changes to your direct debit arrangements either immediately by calling the relevant contact telephone number (refer below), or, at least seven (7) days before the debit day, by writing to the address on the top of this form:
 - (i) temporarily change the direct debit payment amount;
 - (ii) temporarily suspend your direct debit arrangement;
 - (iii) change your Monthly Payment Option; or
 - (iv) cancel your direct debit arrangement.
- You can also temporarily suspend or cancel your direct debit arrangement by contacting your Financial Institution.
- You must advise NAB by calling the phone number below immediately if your Nominated Account is transferred or closed and if applicable complete a direct debit request for the new Nominated Account.

NAB's Rights and Obligations

- NAB will advise you via your monthly credit card statement of account of the debit day for your first direct debit payment. Each subsequent debit day will be the due date for payment shown on your monthly credit card statement of account.
- NAB will keep all information relating to your Nominated Account at your Financial Institution confidential except to the extent that it is required to process Direct Debit transactions.
- NAB may debit your Nominated Account until the authority is revoked, even if your credit card account has been cancelled or closed.
- NAB will only change the direct debit amount in accordance with this Service Agreement.
- If the debit day falls on a non-business day NAB may draw the amount on the next business day.
- If there are insufficient cleared funds in your Nominated Account to meet a direct debit payment:
 - (a) you may be charged a dishonour fee by your Financial Institution;
 - (b) you may also incur fees, charges and/or interest imposed or incurred by NAB; and
 - (c) you must arrange for the applicable payment to be made by another method or arrange for sufficient cleared funds to be in your account by an agreed time so we can process the direct debit payment.
- NAB may cancel or suspend your direct debit facility at any time. You will be notified in writing if NAB cancels or suspends your facility.
- NAB will let you know in writing at least 14 days in advance if it is to change the debit arrangements described in this agreement or the direct debit request.

Disputes

If you believe there has been an error in debiting your Nominated Account you should notify NAB by phoning the telephone numbers below and confirm that notice in writing to Cards and Personal Loans, Reply Paid 9992, Melbourne 8060, as soon as possible so that NAB can resolve your query as quickly as possible. Alternatively, you can take this up directly with your Financial Institution.

If NAB concludes as a result of our investigations that your Nominated Account has been incorrectly debited, NAB will respond to your query by arranging for your Financial Institution to adjust your Nominated Account (including interest and charges) accordingly. NAB will also notify you in writing of the amount by which your Nominated Account has been adjusted.

If NAB concludes as a result of its investigations that your Nominated Account has not been incorrectly debited NAB will let you know the reasons and any evidence for this finding.

Definitions

Financial Institution – the Financial Institution where your Nominated Account is held.

Nominated Account – means the account held at your Financial Institution from which NAB is authorised to arrange for funds to be debited.

Want more information

Contact Telephone Numbers

Platinum Cards **1300 730 213**

Gold Cards **1300 650 456**

Standard Cards **13 22 65**

Hearing impaired customers with telephone typewriters can contact us on **13 36 77**

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Melbourne Victoria 8060

Direct Debit Request

To: National Australia Bank Limited ABN 12 004 044 937 ('NAB').
Debit User I.D. 6701.

Title

First name

Surname

NAB credit card account number

Daytime contact number

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Details of your nominated account to be debited

(ie the account NAB debits to pay your NAB credit card account)

Name of account (Or Company/Business Name)

BSB number

Account number

Financial institution name

Financial institution address (optional)

State

Post code

Your Monthly Payment Options

I wish to make monthly payments to my NAB credit card account by the following Monthly Payment Option.

Please tick one option (and fill in payment amount if you select fixed payment option).

- ☐ **Minimum Payment** (as shown on your statement of account. This may include past due and overlimit amounts)
- ☐ **Fixed Payment** of \$ (please indicate whole dollar amount) (or Minimum Payment whichever is greater. Fixed amount must be greater than \$10. If the closing balance on a statement of account is less than the fixed amount, then the lesser amount will be debited)
- ☐ **Full Payment** (this will be the closing balance as shown on your monthly credit card statement of account)

- ☐ I understand that I will still need to organise my next monthly payment as it will take one full statement period for the Direct Debit to take effect

Request and Authority

I request and authorise NAB, through the Bulk Electronic Clearing System, to debit the Nominated Account described in this direct debit request, with the amounts set out in the Monthly Payment Option I have selected (or a lesser amount as described in the 'General' Section of this Direct Debit Request Service Agreement) or any other amount I notify NAB of from time to time.

By signing this NAB credit card direct debit request, I acknowledge having read and understood the terms and conditions governing the debit arrangements between NAB and I, as set out in this direct debit request and Direct Debit Request Service Agreement.

Signature of NAB credit card primary cardholder

X

Date

/ /

Signature 2 (if applicable)

X

Date

/ /

Note: Refer to your next monthly statement to confirm that your Direct Debit has been set up.