



Direct Debit Request: Loan Repayment

This form allows you to nominate an account from which you would like us to withdraw loan repayments. Please use this form to set up or amend a direct debit if:

- You don't wish to use Online Banking or the Westpac App
- The account you wish to direct debit from is not in the same name(s) as the home loan account holder(s)
- The account you wish to direct debit from is a non-Westpac account

You can cancel your direct debit arrangement via online banking, Westpac App or by calling 132 558.

- Online banking: go to Service > Account services > Home loan direct debit > select home loan > select **Submit cancellation request**.
- Westpac App: search **Home loan direct debits** > select home loan > select **Submit cancellation request**.

* Mandatory field

Step 1: Your details

First name*

Last 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 number*

If you're unsure of your application number, call us on **132 558**.

OR

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

Existing loan details

BSB*

Account number*

To find out your account number, check Online Banking or call **132 032**.

Step 3: Payment frequency and amount

Select your payment frequency and the amount by ticking one of the boxes under Monthly, Fortnightly or Weekly. Then provide your preferred start date or day.

Monthly

☐ Monthly (minimum payment)

☐ Monthly plus a fixed extra

\$

☐ Set repayment amount per month

\$

Your direct debit date will be set to your contractual repayment date. The contractual date is the agreed date each month when your home loan repayment is due.

Fortnightly

☐ Fortnightly
(half of the monthly amount)

☐ Fortnightly plus a fixed extra

\$

Preferred day* (e.g. Tuesday)

Preferred start date* (e.g. 15th)

Weekly

☐ Weekly
(quarter of the monthly amount)

☐ Weekly plus a fixed extra

\$

Preferred day* (e.g. Tuesday)

Note: We may change the start date to ensure you meet your next scheduled repayment. For new direct debits, set-up is based on the preferred frequency, start date or day. We'll advise you by SMS or contact you to discuss. A monthly direct debit will be set to your contractual repayment date. For amendments to an existing direct debit, changes will occur from your next contractual due date.

Step 4: Bank account to be debited

Please provide details of the account from which you'd like your payments to be debited:

Account name(s)*

BSB*

Account number*

Name of financial institution*

Step 5: Privacy Statement

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at westpac.com.au/privacy/privacy-statement or by calling us on 132 032. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application or request.

Step 6: Your authority

I/We authorise and request Westpac Banking Corporation (User ID 037300) to debit my/our account referred to below with my/our nominated repayment amount through the Bulk Electronic Clearing System. I/We accept the Direct Debit Request Service Agreement.

Please note: If the debiting account is in joint names then both account holders must sign below.

Signature (1)*

Account holder 1 name*

Date*

Signature (2)*

Account holder 2 name*

Date*

Step 7: Bank use only

BSB Number

Branch name

Salary ID

Officer's signature

Branch stamp

Step 8: You can return the form in any of the following ways

1. Complete the form, print, sign, scan and email to loanmaintenance@mortgage.westpac.com.au
2. Complete the form, print, sign and take it into your local branch.

Bank Use only

1. Scan and send to loanmaintenance@mortgage.westpac.com.au.
2. Return copy to customer

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 30 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 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 for the nominated account sign the Direct Debit Request.

Can You Change the Direct Debit Repayment Arrangements?

- You need to give us 7 days' notice before your next scheduled repayment for any of the following:
 - stopping an individual repayment;
 - deferring a repayment;
 - suspending future repayments;
 - cancelling the repayments completely; or
 - altering the repayment amount or repayment cycle.

You can make all of these changes by calling us on 132 558. You may also stop an individual repayment or cancel your Direct Debit Request by contacting the financial institution where your nominated account is held.

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 and they may charge a fee and/or interest.
- Repayments made via direct debit on dates before the contracted repayment date (including weekly and fortnightly direct debits) may be available for redraw. If these funds are redrawn, please ensure that you leave enough available funds to cover your contracted repayment amount or your account may fall into arrears. You can log into your Online Banking or Westpac App to check your Contracted repayment amount and date in the Account details tab, or you can call us on 132 558.
- If you believe there has been an error in debiting your nominated account, please contact us as soon as possible on 132 558. If we conclude that your account has been incorrectly debited, we will arrange for your financial institution to adjust your account accordingly. If we conclude that your account has been correctly debited, we will inform you why in writing.

Understanding options for getting ahead

I would like to pay half the monthly payment fortnightly:

If your minimum monthly payment is \$1,000, then half your monthly payment will be \$500 debited fortnightly. A standard fortnightly payment is calculated as follows: (Monthly payment of \$1,000 x 12 months in a year, divided by 26 fortnights = \$461.55). Therefore, paying fortnightly gets you ahead in payments.

I would like to pay a quarter of the monthly payment each week:

If your minimum monthly payment is \$1,000, then a quarter will be \$250, debited weekly. A standard weekly payment is calculated as follows: (Monthly payment of \$1,000 x 12 months, divided by 52 weeks = \$230.76). Therefore, paying weekly gets you ahead in payments.

I would like to pay a set amount:

If you choose to pay a set amount, it must be above your current minimum payment amount. For example, your minimum payments amount is \$1,400. Your set amount must be above \$1,400. If there is an interest rate change and your set amount falls below your minimum required payment amount, we will automatically reset your payment amount to the new minimum. We will provide you 30 days' notice in writing prior to doing this to notify you of the change.

Accessibility support.

If you are deaf, hard of hearing, or have speech/communication difficulty, you can message us within the Westpac App or communicate with us using the National Relay Service accesshub.gov.au/about-the-nrs.

If English is not your preferred language, contact us and a banker can arrange a language interpreter.

Visit westpac.com.au/web-accessibility for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is not your preferred language.