



Westpac Online Investment Loan – Direct Debit/Direct Credit request and service agreement

Use this form to enable BT Securities Limited ABN 84 000 720 114 to debit and/or credit your bank account on request.

Submitting your form.

When finished, you can scan this completed form and email it to WOILtransact@westpac.com.au.

Alternatively, you can send the completed form to us at:

Westpac Online Investment Loan

GPO Box 3917

Sydney NSW 2001

Questions.

If you have any questions regarding completing this form, please call us on 1300 551 744.

Phone lines are available Monday to Friday, 8.30am to 5.30pm (Sydney time).

1. Debit/Credit user ("us")

Name: BT Securities Limited ABN 84 000 720 114

Debit User ID: 037898

Credit User ID: 037977

2. Bank account holder(s) ("you", "your", "yours")

Full name(s)

3. Westpac Online Investment Loan related to this request ("facility")

Westpac Online Investment Loan account name

Westpac Online Investment Loan client code

4. Nominated bank account ("account")

Note:

- Your nominated bank account will be added to your Facility for future debit and/or credit instructions.
- At least one of the Account holders must be a borrower under the Facility.

Name & branch of financial institution where account is held

BSB number

(must be 6 digits)

Account number

Bank account name(s)

5. Instructions related to this request

This direct debit/credit request authorises us to (select each that applies):

- ☐ Debit the Account according to your instructions
- ☐ Credit the Account according to your instructions
- ☐ Replace the below nominated bank account with the Account set out above

BSB number

Account number

- ☐ Cease monthly interest debits from the existing nominated bank account
- ☐ Cease regular debits from the existing nominated bank account

6. Direct Debit payment authority

You authorise us to direct debit the Account for the relevant options below:

- ☐ **Monthly Interest Debit**

(An amount equal to the monthly interest charge on your Westpac Online Investment Loan Facility debited on the first business day of the following month)

- ☐ **Please deduct the following one-off amount from my nominated bank account.**

Amount

- ☐ **Regular Debits**

Amount

Start date (dd/mm/yyyy)

Frequency

Weekly ☐ Fortnightly ☐ Monthly ☐

7. 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.

8. Declaration and signatures

Terms that apply to this document.

This direct debit/direct credit request is governed by the terms of the direct debit/direct credit service agreement set out below. This request remains in force until you revoke it.

Before signing this document.

Before signing this document fill in and cross out any blank spaces. If there's more than one signatory authorised to operate your Account, each required signatory must sign this document. Don't sign this document if there's anything you don't understand.

What you agree to by signing this document.

By signing this document:

- you confirm that at least one of the Account holders is a borrower under the Facility.
- you request and authorise us to debit and/or credit your Account, through the Bulk Electronic Clearing System, with any amounts due and/or requested under the Facility.
- you request and authorise us to debit the Account with an amount required to pay off the total amount or part of it owing from time to time under the Facility.
- you confirm that all information you've given us is complete, correct and not misleading.

Signature of Bank Account Holder 1

X

Signatory's full name (please print)

Date (dd/mm/yyyy)

/ /

Signature of Bank Account Holder 2

X

Signatory's full name (please print)

Date (dd/mm/yyyy)

/ /

Direct Debit/Direct Credit service agreement

This agreement sets out the terms on which we accept and act under a direct debit or direct credit request you give us to debit and/or credit amounts in connection with the Facility from a specified account of yours under the direct debit system.

Please keep this Agreement for future reference.

We will only draw money out of, or deposit money into, your account in accordance with the terms of your *Direct Debit/Direct Credit Request*.

Definitions.

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited or credited.

Agreement means this Direct Debit/Direct Credit Service Agreement between you and us.

Banking Day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

Direct Debit/Credit Request means the written, verbal or online request between us and you to debit or credit funds from or to your account.

Facility means your Westpac Online Investment Loan Facility or the Westpac Online Investment Loan Facility for which you are providing a *Direct Debit/Direct Credit Request*.

our, us or we means each of Westpac Banking Corporation and BT Securities Limited whom you have authorised by requesting a *Direct Debit/Direct Credit Request*.

you and yours means the customer who has authorised the *Direct Debit/Direct Credit Request*.

your financial institution means the financial institution at which you hold the account you have authorised us to debit or credit.

Debiting and crediting your account.

By submitting a *Direct Debit/Direct Credit Request*, you have authorised us to arrange for funds to be debited from or credited to your account. The *Direct Debit/Direct Credit Request* and this Agreement set out the terms of the arrangement between us and you.

We will only arrange for funds to be debited from or credited to your account as authorised in the *Direct Debit/Direct Credit Request*.



Your obligations and things to consider.

- Not all accounts held with a financial institution are available to be drawn on under the direct debit system.
- Before you complete your *Direct Debit/Direct Credit Request*, it's best to check your specified account details against a recent statement from your financial institution to ensure the details on your *Direct Debit/Direct Credit Request* are completed correctly.
- It is your responsibility to ensure there are sufficient cleared funds available in your account to enable us to be paid for any amounts due and payable under the Facility in accordance with the terms of your *Direct Debit/Direct Credit Request*. We may charge you reasonable costs incurred by us on account of there being insufficient funds.
- Please direct all enquiries and requests relating to your *Direct Debit/Direct Credit Request* to us or your financial institution.
- You should check your account statement to verify that the amounts debited from, or credited to, your account are correct.

Special note: If you are not the borrower of the Westpac Online Investment Loan Facility, you may not have any control over the operation of the loan, and therefore the amount of interest that will be debited from your account or any amount that is debited to pay off the total amount or part of it owing under the Westpac Online Investment Loan Facility. The size of the loan may vary and BT Securities Limited will not advise you if the borrower varies the size of the loan.

Direct Debit/Direct Credit service agreement (continued)

Amendments by us.

We may vary any details of this Agreement or a *Direct Debit/Direct Credit Request* at any time by giving you at least thirty (30) days' written notice sent to the preferred email or address you have given us.

You have the right to cancel this Agreement without penalty in response to any variations we make.

How to cancel or change direct debits or credits.

By contacting us and quoting the *Facility* account number, you can ask us to:

- cancel or suspend the *Direct Debit/Direct Credit Request*; or
- change, stop or defer an individual debit or credit payment,

at any time by giving us at least 10 days' notice.

To do so, contact us at any time by calling us on 1300 551 744 Monday – Friday from 8.30am to 5.30pm (Sydney time).



What you should consider if you cancel your *Direct Debit/Direct Credit Request*.

Cancelling your *Direct Debit/Direct Credit Request* won't change any payment obligations under the *Facility*, but it may change the operation of the *Facility*. Please talk to us before you complete a cancellation request.

If the *Facility* isn't your *Facility*, you should tell the customer before you cancel your *Direct Debit/Direct Credit Request* so they can make other payment arrangements.

If you want to dispute any debited amount.

You can dispute any amount we draw under your *Direct Debit/Direct Credit Request* by contacting us, quoting the *Facility* number and providing details of your dispute.

Our customer service officer will try to resolve your problem. If we can't resolve it, your dispute will be raised with the relevant department which will contact you within 14 days. We will try to resolve your dispute and refund the disputed amount (where applicable) within 1 month of receiving your enquiry. You can also complain directly to the financial institution at which your account is held.

What happens if a direct debit payment to us is due on a non-Banking Day?

If the *Debit Day* is not a *Banking Day* we may draw on your account under your *Direct Debit/Direct Credit Request* on the following *Banking Day*.

If a direct debit request is rejected.

If your *financial institution* rejects any of our attempts to draw an amount in accordance with the terms of your *Direct Debit/Direct Credit Request*, we will advise you in writing the first time this happens and you will need to make alternative arrangements to make the rejected payment. If we incur any fees from your *financial institution* as a result of the rejected payment, we will pass these onto you.

We may need to disclose information.

If you dispute any amount we draw under your *Direct Debit/Direct Credit Request* then we may need to disclose information relating to your *Direct Debit/Direct Credit Request* and any amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the direct debit system (or both of them).

How you can contact us.

You can contact us at any time by calling us on 1300 551 744 Monday – Friday from 8.30am to 5.30pm (Sydney time).