



# DIRECT DEBIT REQUEST

Name

[Contract Number]  
if known

Address

  

---

  

Postcode

Drawing Details

Commencing on \_\_\_/\_\_\_/\_\_\_ please debit \$ \_\_\_\_\_ from the nominated account

Please complete:

**Section A** to debit a Cheque/Savings account  
**Section B** to debit a Credit Card

## SECTION A

I/We request Rent-Tech Pty Ltd (User ID 241194) to arrange for funds to be debited from my/our nominated cheque/savings account at the financial institution nominated in this section according to the Drawing Details shown above.

Account name(s)

Financial Institution &  
Branch Name

BSB

Account number

I/We acknowledge that this Direct Debit arrangement is governed by the terms of the Direct Debit Service Agreement received by you.

Account Holder(s)

Signature & Date  
(If debiting from a joint account,  
both signatures required)

  

## SECTION B

I/We request Rent-Tech Pty Ltd to arrange for funds to be debited from my nominated credit card account according to the Drawing Details shown above. I agree to pay a 2% merchant surcharge with each drawing.

Card Type

Mastercard [  ]      Visa [  ]      Bankcard [  ]      (please tick)

Name on card

Card number

Card Expiry Date

\_\_\_/\_\_\_/\_\_\_      \*3 Digit Security Number: \_\_\_\_\_  
\* enter the security number on reverse of card

Card Holder Signature

Signature

Date

\_\_\_/\_\_\_/\_\_\_

# Customer DDR Service Agreement

## OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Rent-Tech Pty Ltd and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### *Initial terms of the arrangement*

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.

## DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the nominated day as detailed overleaf.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please forward detailed letter explaining the reasons or alternatively send an email to [info@rent-tech.com.au](mailto:info@rent-tech.com.au).

## YOUR RIGHTS

### *Changes To The Arrangement*

If you want to make changes to the drawing arrangements, contact us in writing or by email (detailed above). These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

## ENQUIRIES

Direct all enquiries to us, rather than to your financial institution. These should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your contract number as detailed on your funding agreement with us.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

## DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our office direct during business hours – 08 9402 4788.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - within 7 business days (for claims lodged within 12 months of the disputed drawing) or
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

*Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

## YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will re-draw after 3 days. Any transaction fees payable by us in respect of the above will be billed to you under separate cover.