

# Business Credit Card Direct Debit Request

Effective October 2023

# Direct Debit Request Service Agreement

The following is your Direct Debit Service Agreement with National Australia Bank Limited ABN 12 004 044 937 ('NAB'). Debit User I.D. 6701. It explains what your obligations are when undertaking a Direct Debit arrangement with NAB. It also details what NAB's obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

## General

Your selected payment option will be debited on the date you choose on this form.

Please allow at least one full statement period for the direct debit request to be set up or for any amendments to take effect.

Any extra payments you may make between the closing date of your statement and the day your direct debit payment is due will not affect the amount to be debited. This may result in a credit balance on your facility.

The following direct debit options are available for all facilities, except for the NAB Business Card which must have the full payment option.

- **Minimum Payment:** The minimum payment amount due on your monthly credit card statement.
- **Fixed Payment:** You nominate a fixed payment amount to be credited to your credit card each month. If your nominated amount is lower than the minimum payment, the minimum payment amount will be debited instead.
- **Full Payment:** The full closing balance on your credit card statement, less any disputed transaction amount.

If your Commercial Card facility has a zero or credit balance on the closing date of your statement, no direct debit will take place unless you have selected the fixed payment option.

## Debiting your account

By submitting a Direct Debit Request, you have authorised NAB to arrange for funds to be debited from your account. The Direct Debit Request and this agreement set out the terms of the arrangement between us and you.

NAB will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

If the debit day falls on a non-business day, NAB may direct your financial institution to draw the amount on the next business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

## Amendments by NAB

NAB may vary any details of this agreement or the Direct Debit Request. If the changes will be unfavourable to you we will try to give you 30 days' notice but we may give you less notice (but not less than 14 days) where we need to do so to manage an immediate and material risk. We will send the written notice to the preferred email address or address you have given NAB in the Direct Debit Request.

## How to cancel or change direct debts

- You can make the following changes to your existing direct debit arrangement. This request needs to be provided to your banker at least 7 days before the day your current direct debit payment is due to be debited:
  - (i) change your BSB and/or account number
  - (ii) change, stop or defer an individual debit payment; or
  - (iii) cancel or suspend your Direct Debit arrangement.
- **Please note:** You're not able to change your monthly payment option or cancel your direct debit arrangement on a NAB Business Card.
- You can also contact your Financial Institution, which must act promptly on your instructions.
- You must advise NAB by calling the phone number overleaf immediately if your Nominated Account is transferred or closed and if applicable complete a Direct Debit Request for the new Nominated Account.
- Until the direct debit arrangement has been set up (or if the arrangement is cancelled or dishonoured for any reason) you need to make your credit card payment by other means.
- The direct debit request needs to be signed in accordance with the signing authority for the nominated account so make sure you're authorised to operate the nominated account separately and in the manner required by the direct debit request. Please also make sure you don't need the signature or authority of any other signatory on the account.

- The signature used for the direct debit request must be identical to the signature used in connection with your nominated account and the commercial card facility.
- Cardholders can make extra payments to their cards at any time by other means.
- You can check with your financial institution if you're not sure when a particular debit will be processed to your nominated account.
- It is your responsibility to make sure there are sufficient cleared funds available in your nominated account on the debit day to cover the direct debit payment amount.
- If there are insufficient cleared funds in your nominated account to meet a direct debit payment:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also be charged reasonable costs incurred by NAB on account of there being insufficient funds; 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.
- You should check your credit card statement each month to verify that the amounts debited from your account are correct.

### **Disputes**

If you believe there has been an error in debiting your nominated account you should notify NAB by phoning **13 10 12** and confirm that notice in writing to Cards and Personal Loans, Reply Paid 9992, Melbourne 3000, 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 within a reasonable period 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 in writing.

### **Accounts**

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- (b) your account details you give us are correct. You can check the details for your nominated account against a recent account statement;
- (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.
- NAB will advise you via your monthly credit card statement of account of the debit day for your first direct debit payment.
- NAB may debit your nominated account until the authority is revoked, even if your facility has been cancelled or closed.

### **Confidentiality**

NAB will keep any information (including your account details) in your Direct Debit Request confidential. NAB will make reasonable efforts to keep any such information that it has about you secure and to ensure that any of its employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

NAB will only disclose information that it has about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

### **Contacting each other**

If you wish to notify NAB in writing about anything relating to this agreement, you should write to NAB Cards Fulfilment Team, Reply Paid 9992, Melbourne VIC 3000. NAB will notify you by sending a notice to the preferred address or email you have provided in the Direct Debit Request. Any notice will be deemed to have been received on the second banking day after sending.



# Business Credit Cards

## Direct Debit Request

Please complete Application form in full in black or blue pen using CAPITAL LETTERS and  where appropriate.

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

### Section A Direct Debit Request

Requestor Details

Business Name (e.g. Small Business Pty Ltd)

Billing Account Number

Name (full legal name)

Capacity (if non-individual e.g. Director/Secretary/other)

Name (full legal name)

Capacity (if non-individual e.g. Director/Secretary/other)

I'd like to:

update an existing arrangement  set up a new direct debit or  Cancel my direct debit (go to 'Request and Authority')

### Details of your nominated account to be debited (i.e. the account NAB debits to pay your commercial card)

Account name

BSB number

Account number

Financial Institution name

### Section B Your Monthly Payment Options

I wish to make monthly payments to my NAB Commercial Card Facility 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).  
 **Fixed Payment** of \$ \_\_\_\_\_ (please indicate amount)  
 **Full Payment** (mandatory for a NAB Business Card)

**Please choose when you'd like the amount deducted from your account i.e. how many days after the statement date.**

NAB Business Card

1-5 days (select no. of days)

NAB Low Rate Business Card

1-25 days (select no. of days)

NAB Rewards Business Signature Card/NAB Qantas Business Signature Card

1-14 days (select no. of days)

### Request and Authority

I acknowledge 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.

I request and authorise NAB, through the Bulk Electronic Clearing System, to debit the nominated account described overleaf with the amounts set out in the Monthly Payment Option I have selected (or a lesser amount as described in the "General" Section of the attached 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 agree to the terms and conditions governing the debit arrangements between NAB and I, as set out in this Direct Debit Request and the attached Direct Debit Request Service Agreement.

If cancelling my direct debit I acknowledge that I will need to make alternative payment arrangements.

Signature

Signature

Date (DD/MM/YYYY)

Date (DD/MM/YYYY)

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Return completed Direct Debit Request form to your banker or nearest branch.

For more information,  
speak to a Business Banker today.

**13 10 12**

8am – 8pm AEST Monday to Friday  
9am – 6pm AEST Saturday to Sunday  
or visit us at [nab.com.au](http://nab.com.au)



Help for people with hearing  
or speech communication  
difficulties. Contact us on **13 10  
12** through the National Relay  
Service.