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COMMERCIAL CARD

direct debit request

Effective June 2017

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.

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.

Making changes to your Direct Debit Request

- 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 the payment grace days
- (ii) change your BSB and/or account number
- (iii) change your monthly payment option; or
- (iv) cancel 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 temporarily suspend or cancel your Direct Debit arrangement by contacting your Financial Institution.

- 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.

Your Rights and Obligations

- 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.
- Not all accounts accept direct debits so make sure the account you choose does.
- Make sure the account details you give us are correct. You can check the details for your nominated account against a recent statement.
- 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.
- Make sure there are sufficient cleared funds available in your nominated account on the debit day to cover the direct debit payment amount.
- 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.
- Make sure you check your credit card statement each month for unauthorised or incorrect transactions.

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.
- 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 facility 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 **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 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.

For more information, speak to a Business Banker today.

13 10 12

8am – 8pm AEST, Monday to Friday

9am – 6pm AEST, Saturday and Sunday or

visit us at nab.com.au



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

Direct Debit Request

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

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 Section G)

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

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 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.

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 understood 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.

Signature

Date

Signature

Date

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