

Please note: ALL SECTIONS of this form need to be completed. If a box or section does not apply, please place N/A or NOT APPLICABLE in that box rather than leaving it blank. ANY AREAS THAT ARE LEFT BLANK MAY DELAY YOUR REQUEST.

Once complete, please email this form to [loanmods@nab.com.au](mailto:loanmods@nab.com.au)

**To**  
National Australia Bank Limited ABN 12 004 044 937 ("you")

**From**  
Full name or Company name (inc A.C.N./A.R.B.N./A.B.N.)  
  
  
 ("I/We")

**My/Our Loan**  
Account name  Account number  BSB number  ("the Loan")

**My/Our Nominated Account** (this is the account funds are to be drawn from)  
Name of account   
Account number  BSB number   
Name of financial institution   
Address of financial institution   
  
 (my/our "Nominated Account")

**Request and Authority to debit**

Please select and complete one option only. Option 2 is not available in relation to loans with interest only repayments.

I/We request and authorise National Australia Bank Limited (Debit User Identification Number 244344) to debit, through the Bulk Electronic Clearing System, my/our Nominated Account with:

- Option 1** any amount you may charge me/us under our loan (such as my/our scheduled repayments and any overdue amounts), as and when those amounts become due.
- Option 2** \$  each  week  fortnight  month  other (please specify)   
with the first drawing to be made on   
until    further notice

subject to the terms and conditions of the Direct Debit Request Service Agreement.

I/We acknowledge that you can amend the amount drawn under this authority in accordance with clause 2 of the Direct Debit Request Service Agreement.

I/We further acknowledge that if I/we have not properly selected and completed one of the drawing options above, I/we will be deemed to have selected Option 1.

## Acknowledgement and Signatures

By signing this Direct Debit Request, I/we acknowledge having read and agreed to the terms and conditions governing the debit arrangements between me/us and you as set out in this Request and in my/our Direct Debit Request Service Agreement.

- If the Nominated Account is a joint account, all signatories to that account must sign.
- If the Nominated Account is a company account, sign and print full name and capacity for signing (e.g. director) below.

Name	Capacity (companies only)
<input type="text"/>	<input type="text"/>

Signature	Date
<input type="text" value="X"/>	<input type="text" value="/ /"/>

Name	Capacity (companies only)
<input type="text"/>	<input type="text"/>

Signature	Date
<input type="text" value="X"/>	<input type="text" value="/ /"/>

Name	Capacity (companies only)
<input type="text"/>	<input type="text"/>

Signature	Date
<input type="text" value="X"/>	<input type="text" value="/ /"/>

### Definitions

**agreement** means this DDR Service Agreement.

**business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**DDR** means the Direct Debit Request between **you** and **us**.

**debit day** means the day that a direct debit is to be made under **your DDR** and this **agreement**.

**drawing** means a particular transaction where a debit is made.

**nominated account** means the account held at **your financial institution** from which **we** are authorised to arrange for funds to be debited

**we/us** means National Australia Bank Limited.

**you/your** means the person or entity providing the **DDR**.

**your financial institution** is the financial institution where **you** hold the **nominated account**.

### 1. Debiting your nominated account

- 1.1 By signing a **DDR**, you have authorised **us** to arrange for funds to be debited from **your nominated account**. **You** should refer to the **DDR** and this **agreement** for the terms of the arrangement between **you** and **us**.
- 1.2 If the debit day falls on a day that is not a **business day**, we may direct your **financial institution** to debit your nominated account on the following **business day**. If you are unsure about which day your **nominated account** has or will be debited **you** should ask your **financial institution**.

### 2. Changes by us

- 2.1 **We** may vary any details of this **agreement** or a **DDR** (including the amount drawn to ensure **your** obligations under **your** loan (as set out in **your DDR**) are met) at any time by giving **you** written notice or through the national media. If **we** believe a change is unfavourable to **you**, **we** will give **you** at least thirty (30) days' prior notice of the change. However, **we** may give a shorter period of notice (of no less than 14 days), if that is in accordance with the law and applicable industry codes and if it is reasonable for **us** to manage a material and immediate risk. Any new or changed government charges can be notified reasonably promptly after the government notifies **us** – but **we** may not have to tell **you** about them if the government publicises the change.

### 3. Changes by you

- 3.1 If **you** wish to stop or defer a **drawing** **you** can either:
  - (a) notify **us** in writing at least five (5) **business days** or contact **us** on 13 22 65 at least two (2) **business days** before the next debit day that **you** wish to do so; or
  - (b) arrange it through **your financial institution**.
- 3.2 **You** may also cancel **your** authority for **us** to debit **your nominated account** by either:
  - (a) giving **us** five (5) **business days** notice in writing or contacting **us** on 13 22 65 at least two (2) **business days** before the next **debit day** that **you** wish to do so; or
  - (b) arranging it through **your financial institution**.
- 3.3 **You** may make other changes to the arrangements under a **DDR** by writing to **us** or contacting **us** on 13 22 65.
- 3.4 If **you** stop or defer a drawing, or cancel **your** authority, this does not change **your** obligations to **us** under **your** loan. **You** must make sure that payments due under **your** loan will be paid in some other way. If **you** are experiencing financial difficulty, then **you** or a representative should contact **us** as soon as possible.

### 4. Your obligations

- 4.1 It is **your** responsibility to ensure that there are sufficient clear funds available in your **nominated account** to allow a **drawing** to be made in accordance with the **DDR** and this **agreement**.
- 4.2 If there are insufficient clear funds in your **nominated account** to meet a **drawing**:
  - (a) **you** may be charged a fee and/or interest by **your financial institution** and/or by **us**; and
  - (b) **you** must arrange for the **drawing** to be made by another method or arrange for sufficient clear funds to be in **your nominated account** by an agreed time so that we can process the **drawing**.

### 5. Dispute

- 5.1 If **you** believe that there has been an error in debiting **your nominated account**, **you** should notify **us** directly by contacting **us** on 13 22 65 and confirm that notice in writing with **us** as soon as possible so that we can resolve **your** query more quickly. Alternatively, you can take this up with **your financial institution** directly.
- 5.2 If **we** conclude as a result of our investigations that **your nominated account** has been incorrectly debited **we** 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. **We** will also notify **you** in writing of the amount by which **your nominated account** has been adjusted.
- 5.3 If **we** conclude as a result of our investigations that **your nominated account** has not been incorrectly debited **we** will respond to your query by providing **you** with reasons and any evidence for this finding.

### 6. Nominated Accounts

- 6.1 Before completing your **DDR**, **you** should check:
  - (a) with **your financial institution** whether direct debiting is available from **your nominated account** as direct debiting is not available on all accounts offered by financial institutions;
  - (b) **your nominated account** details which **you** have provided to **us** are correct by checking them against a recent **nominated account** statement;
  - (c) with **your financial institution** if **you** have any queries about how to complete the **DDR**.

### 7. Confidentiality

- 7.1 **We** will keep any information (including **your nominated account details**) in **your DDR** confidential. **We** will make reasonable efforts to keep any such information that we have about **you** secure and to ensure that any of our employees or agents who have access to information about **you** do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 **We** will only disclose the information we have about **you** to the extent specifically required by law or for the purpose of this **agreement** (including disclosing information in connection with any query or claim).

### 8. Banking Code of Practice

- 8.1 **We** have adopted the Banking Code of Practice, and relevant provisions of the Code apply to this service if **you** are an individual or a small business as defined by the Code.
- 8.2 **You** can obtain from **us** upon request:
  - (a) information on our current interest rates and standard fees and charges relating to the service if any;
  - (b) general descriptive information concerning our banking services including:
    - (i) for accounts with cheque access, general descriptive information about cheques;
    - (ii) account opening procedures;
    - (iii) our obligations regarding the confidentiality of **your** information;
    - (iv) complaint handling procedures;
    - (v) bank cheques;
    - (vi) the advisability of **you** informing **us** promptly when **you** are in financial difficulty;
    - (vii) the advisability of **you** reading the terms and conditions applying to each banking service **we** provide to **you**;
  - (c) general descriptive information about:
    - (i) the identification requirements of the Anti-Money Laundering and Counter-Terrorism Financing Act 2006;
    - (ii) the options available to **you** under the tax file number legislation; and
  - (d) a copy of the Banking Code of Practice.
- 8.3 'Banking Code of Practice' or 'Code' mean the Banking Code of Practice, but before 1 July 2019 it means the Code of Banking Practice (2013 version).

## 9. Notice

- 9.1 If **you** wish to notify **us** in writing about anything relating to this agreement, **you** should write to **us** at:  
National Australia Bank Limited GPO Box 14597  
Melbourne, Victoria, 8001
- 9.2 **We** will notify **you** by sending a notice in the ordinary post to the address **you** have given **us** in the **DDR**.
- 9.3 Any notice will be deemed to have been received on the date it would have been delivered in the ordinary course of post.