

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

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 understood 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 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 or no notice, 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 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.