

Direct Debit Request

Raine&Horne

Request and Authority to debit the account named below to pay
Shoalhaven Property & Auctions Pty Ltd A.C.N 116 072 907

Request and Authority to debit	<p>Your Surname or company name _____</p> <p>Your Given names or ABN/ARBN _____</p> <p>request and authorise Shoalhaven Property & Auctions Pty Ltd A.C.N 116 072 907 User ID 421816 to arrange, through its own financial institution, a debit to your nominated account any amount Shoalhaven Property & Auctions Pty Ltd has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
Insert the name and address of financial institution at which account is held	<p>Financial Institution Name _____</p> <p>Address _____</p> <p>_____</p>
Insert details of account to be debited	<p>Name/s on account _____</p> <p>BSB number (Must be 6 Digits) __ __ __ - __ __ __ </p> <p>Account number __ __ __ __ __ __ __ __ __ </p>
Acknowledgment	<p>By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Shoalhaven Property & Auctions Pty Ltd as set out in this Request and in your Direct Debit Request Service Agreement.</p>
Insert your signature and address	<p>Signature _____</p> <p>Signature _____</p> <p>(If signing for a company, sign and print full name and capacity for signing eg. director)</p> <p>Address _____</p> <p>Date _____</p>

Raine_Horne Berry 2/65 Queen Street, Berry T: 02 4464 1300 F: 02 4464 2111 Web: rh.com.au/berry

Raine_Horne Nowra 78 Kinghorne Street, Nowra T: 02 4423 4600 F: 02 4421 2599 Web: rh.com.au/nowra

Raine_Horne Shoalhaven Heads 1a Jerry Bailey Road, Shoalhaven Heads T: 02 4448 7171 F: 02 4448 8211 Web: rh.com.au

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request arrangements made between **Shoalhaven Property & Auction Pty Ltd T/As Raine&Horne Shoalhaven Heads** and you. It sets out your rights, our commitment to you, your responsibilities to us, and where you should go for assistance.

Initial terms of the arrangement

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

Drawing arrangements

The first drawing under this Direct Debit arrangement will occur each FRIDAY either weekly, fortnightly, or calendar monthly when RENT is due.

If any drawing falls due on a non-business day, RENT will be debited to your account on the next business day following the scheduled date. If unsure, you may contact your financial institution.

We will give you 14 days' notice in writing, via email or via SMS when changes to the initial terms of the arrangement are made. This notice will state any new amount for rent increase, payment of a water bill, or any other changes to the initial terms of the arrangement.

If you wish to discuss any changes to the initial terms, please call during business hours on 4448 7171.

Changes to the arrangement

If you wish to make changes to the drawing arrangements, please contact the office on 4448 7171. These changes may include:

- Deferring the drawing;
- Altering the schedule;
- Stopping an individual debit;
- Suspending the Direct Debit Request; or
- Cancelling the Direct Debit Request completely.

Enquiries

Enquiries to us should be made within 3 business days prior to the scheduled drawing date. All communication addressed to us should include your full name, account number, and address of your property. You may also contact your financial institution.

Privacy

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, or in the event of a dispute.

Disputes

If you believe a drawing has been initiated incorrectly, we encourage you to contact us directly on 4448 7171. You may also contact your nominated financial institution.

If you do not receive a satisfactory response from us in regards to your dispute, contact your financial institution who will respond to you with an answer to your claim within:

- 5 business days (for claims lodged within 12 months of the disputed drawing); or
- 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.

YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- Your nominated account can accept direct debits through the Bulk Electronic Clearing System (BECS), as Direct Debit may not be available on all accounts (your financial institution can confirm this);
- That on drawing date, there is sufficient cleared funds in the nominated account;
- That you advise us if the nominated account is transferred or closed; and
- You have checked account details against a recent statement issued by your financial instruction. If uncertain, you should check with your financial instruction before completing the Direct Debit Request.

If your drawing is returned or dishonoured by your financial institution, you may be in breach of your Residential Tenancy Agreement terms – so, please contact us within 3 business days if you would like to change your Direct Debit arrangements. Any transaction fees payable by us in respect to the above may be billed to you, if the dishonoured amount was due for payment of RENT and you did not contact our office to request an alternative arrangement for the