

DIRECT DEBIT AUTHORITY

This form gives the authority for payments to be paid directly from your financial institution to The Buttery Limited. After completing and signing this form, return it to The Buttery office. If you would like help completing the form, please phone 02 6687 1111.

PART A: Your details

Family Name: **Given Names:**

The Buttery Customer No.:

PART B: The Buttery Details

I/we request that monies due in terms of the payment arrangements with The Buttery and covered by this document be drawn under the Direct Debit System from my/our account conducted with the financial institution listed in Part C of this form.

Company Name: The Buttery Limited **ABN** 53 130 812 994

PART C: Financial Institution details

I/we request that monies due in terms of payment arrangements with:

Financial Institution

Name and address of financial institution

BSB - **Account Number**

Account name

Please check with your Financial Institution to ensure these details are correct and that Direct Debiting from the account is allowed.

PART D: Direct Debit details

Payment start date **Payment frequency** Weekly Fortnightly
dd/mm/yyyy Please allow 10 working days for processing.

Initial amount \$

Initial reason
e.g., Rent, Maintenance, Water If more than one reason, enter amount(s)/ reason(s) here e.g., Rent \$30, Water \$10

PART E: Authorisation

I/we

Insert name(s) here

- Acknowledge that this DIRECT DEBIT arrangement is governed by the terms of the Client Service Agreement at the back of this form.
- Acknowledge that this DIRECT DEBIT arrangement will usually be deducted on a Thursday (notwithstanding unforeseen circumstances). If the Thursday falls on a public holiday, the DIRECT DEBIT arrangement will be changes to the following business day.

Signature(s) **Date**

If joint account, both signatures required

dd/mm/yyyy

Client Service Agreement with The Buttery Limited

The Buttery Limited's commitment to your Drawing Arrangements

We will advise you, in writing, the details of The Buttery Ltd's drawing arrangements prior to the first drawing.

- We will not change the frequency of drawing arrangements without your prior approval.
- We will draw your payment on a THURSDAY (not withstanding unforeseen circumstances).
- Where the payment due date falls on a non-business day (public holiday), we will draw the amount on the next business day. Your Financial Institution will provide advice in this regard upon request.
- We reserve the right to cancel drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you and alternate payment method.
- We will keep all information pertaining to your nominated account at the Financial Institution private and confidential.
- We will vary the amount of the Direct Debit deductions in line with the annual/bi-annual Rent Reviews as notified in writing to you.
- We will vary the amount of the Direct Debit deductions to repay outstanding rent (if applicable) at an agreed amount as confirmed in writing to you.

Your Rights

- You may terminate the drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least five (5) business days prior to the due date.
- You may suspend payment of a drawing by giving written notice to us. Such notice should be received by us in writing at least five (5) business days prior to the due date.
- You may request change to the drawing amount and/or frequency of drawings by contacting us in writing and advising your requirements no less than five (5) business days prior to the due date.
- Where you consider that a drawing has been initiated incorrectly (outside the drawing arrangements) you should take the matter up directly with us.

Your commitment to us, your responsibilities:

- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
- It is your responsibility to advise us if the account nominated by you to receive the drawings is transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method if the drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.

I/we have read and fully understand the conditions of the Client Service Agreement.

Signature(s)

Date

If joint account, both signatures are required

dd/mm/yyyy

Privacy and your personal information

Your personal information is protected by the Privacy Act 1988 and The Buttery Privacy Policy available on The Buttery's website (www.buttery.org.au).

Office Use Only

Name of Staff Member

Signature of Staff Member

Date

dd/mm/yyyy

This document should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two (2) years. Training will be provided to each staff member and the board as a component of their induction.