Direct Debit Request Form

Use this form to request and provide authority to the NSW Rural Assistance Authority (RAA) to direct debit loan repayments owed.

Borrower details

Name of borrower(s):

Primary email address:

Primary phone number:

BP number:

ABN:

Bank account details

Name of bank/financial institution

Bank/financial institution number (BSB)

Bank account number

Name of account to be debited

Please provide a copy of the front page of a bank statement showing the account name, BSB and account number listed above, so that we can verify details.

Agreement

I/We request and authorise the RAA (User ID 050425) to debit the account described in this form with any amounts (which may include interest and fees) which I/we are obliged to pay in respect to any loan contract/s held under the Business Partner (BP) number listed above.

I/We have read and accept the Direct Debit Request Service Agreement Terms and Conditions (attached to this form).

I/We have read and understood the Privacy Collection Notice.

I/We declare that the information provided in this form is true and correct.

Privacy Collection Notice

The personal information you provide in this form is collected by the NSW Rural Assistance Authority (the Authority) under its statutory functions for the purpose of assessing and administering your application, in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act). Provision of the information requested in this form is required to assess your application. If you do not provide this information, we may be unable to process or determine your application.

Your information may be used to verify the details provided, determine eligibility, administer funding or services, monitor compliance, and evaluate the Program. We may disclose your information to other NSW Government agencies, Commonwealth agencies (including the Australian Taxation Office and Services Australia for verification purposes), contracted service providers, auditors or integrity bodies, or other persons where authorised or required by law.

The Authority takes reasonable steps to securely store and protect your information in accordance with NSW Government requirements. You may request access to or correct your personal information by contacting the Authority by telephone on 1800 678 5893 (toll-free) or by writing to: Manager Customer and Programs, NSW Rural Assistance Authority, Locked Bag 23, Orange NSW 2800. If you are not satisfied with the Authority's response to a privacy request or complaint, you may contact the Information and Privacy Commission NSW at www.ipc.nsw.gov.au or by calling 1800 472 679. Further information is available in our Privacy Policy.

Signature:

Printed full name:

Date:

Signature:

Printed full name:

Date:

Signature:

Printed full name:

Date:

Signature:

Printed full name:

Date:

This agreement must be signed by all parties.

Please return your completed form, along with a copy of the front page of a bank statement, to:

Email: rural.assist@raa.nsw.gov.au
Post: NSW Rural Assistance Authority, Locked Bag 23, Orange NSW 2800

Service Agreement Terms and Conditions

Application of this agreement:

This Direct Debit Request Service Agreement is issued by the NSW Rural Assistance Authority (the RAA) (User ID 050425), to help you understand your rights and responsibilities when making loan repayments by direct debit.

By entering into the agreement, the RAA will ensure that:

- We will advise you in writing, the details of the direct debit drawing arrangements [amount, commencement date, frequency] when we supply you with your loan contract Letter of Offer.
- We will provide you at least 14 days' notice before we change the terms of the direct debit arrangement.
- We will keep all information relating to your nominated financial institution account private and confidential, except where permitted by law or required for conducting direct debits with your financial institution and for a related query, dispute or claim.
- Where a payment due date falls on a non-business day, we will attempt to debit your nominated account on the business day immediately prior to the non-business day.

By entering into the agreement, you will ensure that:

- Your Direct Debit request form authorises us to arrange for payment of the amount/s due (which may include interest and fees) to the RAA, on the due date/s of your loan repayment/s or another date as agreed between us. It also enables any changes in those amounts, and time, to occur automatically – you will not need to complete another form.
- If the account details change and you want to continue using direct debit, a new Direct Debit request form will need to be completed.
- You are aware that direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts, account details should be checked against a recent statement from its financial institution; and the direct debit request given to us to draw on your nominated bank account is consistent with the account authority or signing instructions held by your financial institution for that account.
- You have sufficient clear funds available in your nominated account by the due date to enable drawings to be made in accordance with your drawing arrangement. Where a payment due date falls on a non-business day, you must have sufficient cleared funds available on the business day immediately prior to the non-business day.
- At least 5 business days' notice is to be given to us if any of your direct debit request details need to be changed. This includes BSB, nominated financial institution, account number or details, stopping or deferring of amount/s to be deducted, suspension of future direct debits or cancelling of the direct debit.
- If the direct debit ends for any reason, you will need to organise a suitable alternate payment method.
- If there are insufficient clear funds in your nominated account or you gave the RAA incorrect account details, you are aware that you may be charged a fee by your financial institution due to an unpaid direct debit. The RAA will not be responsible for dishonour fees. Any fee charged to the RAA for the return of a Direct Debit drawing will be debited to your loan account. Arrears interest charges may also apply to any overdue amounts. You must still arrange for the payment to be made to us.

Important Information:

- A direct debit request form is in force until it is cancelled. At least 5 business days' notice must be given if the account holder wishes to cancel a direct debit request or stop any individual debit item. You may advise us in writing, in person or over the phone if you wish to stop or suspend a debit item. Should you wish to cancel your Direct Debit facility you must advise us in writing. Your financial institution can also be advised. If your financial institution is advised, please also advise the RAA to prevent any further attempts to direct debit the nominated account.
- If the direct debit drawing is returned unpaid by your nominated financial institution, it may result in the account holder being liable for dishonour fees charged by that institution. Any fee charged to the RAA for the return of a Direct Debit drawing will be debited to your loan account. Arrears interest charges may also apply to any overdue amounts.
- We reserve the right to cancel the Direct Debit drawing arrangements if three or more consecutive drawings are returned unpaid by your nominated financial institution, and to arrange with you an alternative payment method.
- We are unable to process direct debits from multiple nominated accounts to loan contracts held under the same Business Partner (BP) number. Only one nominated account may be direct debited per BP number.
- We do not provide facilities to debit credit cards.
- Where a new Direct Debit request form is received by us, it will automatically supersede any previous Direct Debit request form/s given to us.
- If you have an existing direct debit in place and you apply for a new loan/s under the same BP number, your existing Direct Debit request form will immediately apply to all loans held under that BP number.
- If you have an existing direct debit in place and you apply for a new loan/s under the same BP number, and you complete and return to us a new Direct Debit request form, this form will supersede the previous direct debit request held and will immediately apply to all loans held under that BP number.

Enquiries / Disputes:

Any enquiries or disputes regarding the Direct Debit arrangements should be directed to us in writing, quoting your Authority Loan Contract/s Number or Authority Business Partner (BP) Number. Where you consider that a drawing has been made incorrectly under this direct debit, we will investigate your concerns and endeavour to contact you within 21 days of receiving written request. Dispute claims may also be directed to the financial institution of the nominated account.