

## **DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT**

Please read thoroughly to understand your rights and responsibilities. This document outlines the arrangement you have entered into between Bushby Property Group (User No 184004 ) and Yourself.

### **INITIAL TERMS OF THE AGREEMENT**

The direct debit request (DDR) arrangement made between Bushby Property Group and signed by you is to periodically debit your nominated account for the agreed amount for Rental payments.

### **DRAWING ARRANGEMENTS**

- ◆ The first drawing under the direct debit arrangement will occur 14 days from the date the lease begins.
- ◆ If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- ◆ We will give at least 14 days notice in writing when changes to the initial agreement are made.

### **YOUR RESPONSIBILITIES**

It is your responsibility to ensure that:

- ◆ your nominated account can accept direct debits
- ◆ that on the date of drawing there is sufficient cleared funds in the nominated account
- ◆ that you advise us if the nominated account is transferred or closed.

If the account is returned or dishonoured by your financial institution a charge of \$25.00 will be added to your account. The \$25.00 will be drawn, upon running your next direct debit for outstanding rent.

## ENQUIRIES

Direct all enquiries to our office, rather than to your financial institution. These should be made at least 4 working days prior to the next scheduled drawing date. All communication addressed to our office should indicate the property you are leasing from us.

Phone - 03 6333 3600

Email - [bushby@bushby.com.au](mailto:bushby@bushby.com.au)

All personal customer information held by Bushby Property Group will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

## DISPUTES

- ◆ If you believe that a drawing has been initiated incorrectly, please take the matter up directly with our office..
- ◆ If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - within 7 business days (for claims lodged within 12 months of the disputed drawing)
  - within 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 can not substantiate the reason for the drawing.

*Note: Your financial Institution will ask you to contact us to resolve your dispute drawing prior to involving them.*

## DIRECT DEBIT REQUEST (DDR)

I/We request you, Bushby Property Group ABN 77 009 500 510 (User No 184004) , to debit funds from my/our nominated account at the financial institution shown below according to the details specified below.

### YOUR DETAILS

Name (s)

### Rental Property Address

Telephone	Home	Business
	Mobile	Other

### DETAILS OF YOUR BANK ACCOUNT

Name of Bank Account

Name and Branch of Financial Institution where account is held

BSB No.

Account Number

### DETAILS OF THE AMOUNT TO BE DEBITED

You are authorised to debit exactly \$ \_\_\_\_\_ from the above account **weekly** on the rent due date being:   -   -     (until vacating date or otherwise advised)

If rent increases during the tenancy, Bushby Property Group will give at least 60 days notice of any increase and adjust the direct debit amount accordingly.

### YOUR AUTHORISATION

Signature(s) \_\_\_\_\_  
*If debiting from a joint bank account, all signatures may be required*

Date \_\_\_\_ - \_\_\_\_ - \_\_\_\_