



Credit Card Autopay – Direct Debit Request (DDR)



Please return this form to any Commonwealth Bank branch upon completion.

Section 1 – Credit card account details

Name of Principal cardholder providing DDR

MasterCard OR Visa card account number (1)

MasterCard OR Visa card account number (2)

authorise and request the Commonwealth Bank (Debit User) until further notice in writing, to arrange for funds to be debited from my account at the financial institution identified below through the Bulk Electronic Clearing System (BECS).

I also authorise the Debit User to verify (if need be) the details of the account with my financial institution mentioned below.

Section 2 – Details of the account to be debited

Financial institution

Branch

Account name (please insert in full)

BSB

Account number



Note: Credit Card Autopay – DDR is not available on the full range of accounts, for example, passbook accounts. If in doubt please refer to your bank/financial institution.

Section 3 – Details of automated payment

Please tick one box only for the amount to be paid on the due date:

☐

Minimum amount due each month* – the amount shown as the ‘minimum amount due’ on my monthly credit card statement.

☐

Set monthly amount* – the amount set out below (must be at least 2% of my credit limit). If the closing balance is less than the set amount, the amount of the closing balance will be paid.

Set monthly amount

☐

Closing balance – the amount shown as the ‘closing balance’ on my monthly credit card statement will be paid.



* Please note that if my statement shows a ‘past due amount’, the amount debited to my account will be at least the total of the ‘past due amount’ and the ‘minimum amount due’ for the current month.

Section 4 – Signature – signed by the Principal cardholder

I acknowledge that this direct debit arrangement is governed by the terms of the Direct Debit Request Service Agreement (see over) and is to remain in force in accordance with the terms and conditions described in that Service Agreement.

Name (please insert in full)

Contact phone number

Signature

Date

Bank use only

I confirm that:

- The Principal cardholder's signature has been verified.
- The Autopay is not being set-up to a passbook account.
- A CommSee check has been completed if the Autopay is to a Commonwealth Bank account.
- Account details have been verified against a statement if the Autopay is to a non-Commonwealth Bank account.

Branch officer's name

BSB

Staff number

Signature

Date

Issue CommSee Request Work Item:

Select '**Request**' option from Customer Chevron.

Select '**Credit Cards**' from Category field.

Select '**Autopay**' from Request Type.

Select '**Autopay Details**' from Template and select Apply.

Note: Request must specify details of account to be debited and automated payment amount.

- File original form in the Branch's filing.

Note: If CommSee is unavailable, assign Work Request Item when system is back online.



Direct Debit Request Service Agreement



Please retain this page for your records.

Section 1 – Debiting your account

- 1.1 Autopay cannot commence within a statement cycle. Depending on when the Autopay request is processed, it may take effect up to 6 weeks after your request is processed.
- 1.2 **You** will be advised in writing when Autopay will commence. Until Autopay commences, **you** should continue to make manual payments.
- 1.3 By signing a **Direct Debit Request**, **you** have authorised us to arrange for funds to be debited from your nominated **account** according to the **agreement we** have with **you**.
- 1.4 If the payment due date falls on a public holiday, the payment will be posted to the credit card account on the next business day.
- 1.5 If your nominated **account** is held with another **financial institution**, the debit will be deducted from your **account** up to two business days after the 'payment due date' on your credit card statement.
- 1.6 **We** will keep your direct debit records and **account** details private unless this information is required by **us** to investigate a claim made on us relating to an alleged incorrect or wrongful debit, or as otherwise required by law. For further information on our privacy and information handling practices, including other circumstances where we may be permitted to disclose information, please refer to the Group's Privacy Policy, which is available at commbank.com.au or upon request from any branch of the Bank.
- 1.7 Please ensure that **you** have sufficient funds in your nominated **account** when payments are to be drawn. If **you** do not have sufficient funds, the transaction will be rejected, a dishonour fee may be charged to your account, and interest will also be applicable to any outstanding balance on your credit card account. We treat the payment as if it was never made.

Section 2 – Enquiries

- 2.1 If **you** believe there has been an error in debiting your **account**, **you** should call **us** on **13 2221** and confirm the details in writing with **us** as soon as possible so that **we** can resolve your query quickly. Send written correspondence to:
Commonwealth Bank – Consumer Credit and Servicing
150 George Street
Parramatta NSW 2150
- 2.2 If **our** investigations show that your **account** has been incorrectly debited, **we** will arrange for your **financial institution** to adjust your **account** accordingly. **We** will also notify **you** in writing of the amount by which your **account** has been adjusted.
- 2.3 If **our** investigations show that your **account** has not been incorrectly debited, **we** will respond to your query by providing **you** with reasons and copies of any evidence for this finding.
- 2.4 Any queries **you** may have about an error made in debiting your **account** should be directed to **us** in the first instance so that **we** can attempt to resolve the matter between **you** and **us**. If your nominated account is held with another financial institution and **we** cannot resolve the matter, **you** can still refer it to your **financial institution**, which will obtain details from **you** of the disputed transaction and may lodge a claim on your behalf.

Section 3 – Changes by us

We may vary any details in this **agreement** or a **Direct Debit Request** at any time by giving **you** at least 14 days written notice.

Section 4 – Changes by you

You may cancel, request deferment of, or alteration to, your authority for **us** to debit your **account** at any time by giving **us** 10 **business days** notice in writing before the next debit payment to be made. This notice should be given to **us** in the first instance. Send written correspondence to our address above – 2.1.

Section 5 – Your responsibility

It is your responsibility to:

- check with the **financial institution** where your **account** is held before completing the **Direct Debit Request** as direct debiting through the Bulk Electronic Clearing System (BECS) is not allowed on the full range of accounts. **You** should also complete your **account** details (including Bank State Branch (BSB) number) directly off a recent **account** statement from your **financial institution**;
- ensure there are sufficient cleared funds available in your nominated **account** to allow a debit payment to be made; and
- ensure that suitable arrangements are made if the direct debit is cancelled,
 - by yourself;
 - by your nominated **financial institution**; or
 - for any other reason.

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us, including the Direct Debit Request.

Autopay means this Direct Debit Request Service Agreement between you and us, including the Direct Debit Request.

Business day means a day other than a Saturday or a Sunday or a listed public holiday.

Direct Debit Request means the Direct Debit Request between us and you.

Us and **We** and **Our** means Commonwealth Bank of Australia ABN 48 123 123 124.

You means the customer(s) who signed the Direct Debit Request.

Your financial institution is the financial institution where you hold the account from which you have authorised us to arrange the debit.