

DIRECT DEBIT REQUEST

Date: ____/____/____

I/We (Full Name) _____

of (Address) _____

Postcode: _____ Telephone No: _____

authorise and request the Department of Housing (USER ID 15621) to arrange for funds to be debited from my/our account at the financial institution identified below in accordance with this request and the terms attached, which I/we agree to.

This authorisation and request will remain in force in accordance with the terms of the Service Agreement.

_____ Insert Full Name & Full address of Bank /
 _____ Credit Union / Building Society (Must be
 Postcode _____ sufficiently legible for Postal Purposes).

THE SCHEDULE

(N.B. - DIRECT DEBITING IS NOT AVAILABLE ON THE FULL RANGE OF ACCOUNTS e.g.: PASSBOOK ACCOUNTS. IF IN DOUBT, PLEASE REFER TO YOUR BANK/FINANCIAL INSTITUTIONS).

Bank/State/Branch:

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

Account Number:

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

Name of Account: _____

| Type of Payment | Loan Account Number | Amount \$ | Weekly/Fortnightly/ Monthly | Please select the weekday you would like your direct debit to come out | Deduction to commence Date |
|-----------------|---------------------|-----------|--------------------------------|--|----------------------------|
| Loan repayment | | | | Monday Tuesday Wednesday Thursday Friday | |

Customer Signature: _____

Note: The person/s signing this form must be named on the account above or, if not named on the account, must supply evidence they are a signatory.

Please return the completed form to the Loans and Debt Management - loaninformation@housing.qld.gov.au or GPO Box 690, Brisbane, QLD, 4001.

| |
|-------------------------------|
| Office use only |
| Date received ____/____/____ |
| Date Processed ____/____/____ |

DIRECT DEBIT REQUEST SERVICE AGREEMENT

- 1. Notification of Amount and Drawing date** - The Department of Housing and Public Works will debit your account for the amounts and on the date you have authorised in the **Direct Debit Request**.
- 2. Variation of Terms by The Department Housing and Public Works** - The Department of Housing and Public Works will provide you with at least 14 days' notice of any proposed variation to existing arrangements.
- 3. Variation of Terms by The Department Housing and Public Works** - If you contact Loans and Debt Management at least 2 days before any agreed drawing takes effect, requesting deferment of or alteration to existing arrangements, the Department of Housing and Public Works will undertake to perform this request before the next draw takes effect. If this is not possible, you will be advised of the reason by Loans and Debt Management.
- 4. Stopping Debits** - If you wish to cancel a **Direct Debit Request** or stop a particular debit, we request you provide the Loans and Debt Management team at least 2 days prior notice.
- 5. Disputes** - If you dispute any debit to your account pursuant to the Direct Debit Request, you should contact the Loans and Debt Management team. Your query should be in writing setting out your details and your dispute. If you prefer, you can telephone the Loans and Debt Management team to discuss the problem before lodging a written dispute. The Department of Housing and Public Works will promptly investigate any written dispute and give you a response within a reasonable time.
- 6. Check That Your Account Allows Direct Debits** - Direct debiting may not be available on all accounts. Please check with your Financial Institution if in any doubt, or to confirm account information to complete the Direct Debit Request.
- 7. Available Funds** - It is your responsibility to have sufficient funds available in your account on the due date to permit debits to be drawn in accordance with your **Direct Debit Request**. Your Financial Institution may charge you a dishonour fee if the debit is refused due to insufficient funds.
- 8. Payments due on non-business days** - If a day nominated for a debit on the **Direct Debit Request** is not a business day in the place of lodgement (for example, a weekend or public holiday) your account will be debited on the next business day. Enquiries as to when the debit will be processed should be directed to your financial institution.
- 9. Returned Debits** - If your financial institution does not pay a debit requested in accordance with the **Direct Debit Request**, you must make alternative arrangements to ensure that the Department of Housing is paid that amount immediately. Should this occur, you will be required to pay a dishonour fee to the Department of Housing and Public Works.
- 10. Privacy** - The Department of Housing and Public Works is collecting personal information on this form to provide you with housing assistance or assess grant funding applications. This is authorised by the Housing Act 2003. To assist you with your housing needs and services, relevant personal information may, in very limited and specific circumstances, be disclosed to: partner agencies, service providers, agencies authorised by legislative provisions, and local governments and non-governmental agencies that now, or will provide you with housing and/or support services. Limited personal information may be used for housing related research, policy or planning functions. Unless authorised or required by law, your personal information will not be passed on to any other third party without your consent. More information about the department's privacy policy is available on our website at www.housing.qld.gov.au

Privacy Notice

The Department of Housing and Public Works is collecting your personal information so we may provide you with housing assistance. To assist you with your housing needs and services, your personal information may be disclosed to partner agencies, service providers, local governments and non-governmental agencies that now, or will, provide you with housing and/or support services. Unless authorised or required by law, your personal information will not be disclosed to any other third party without your consent. More information about the Department's privacy obligations is available on our website at www.housing.qld.gov.au