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DIRECT DEBIT – CANCEL/SUSPEND

Name of person/s giving the Direct Debit Authority

Authority I/We

authorise and request Ray White Narangba to make the following changes to my existing Direct Debit Authority. This authorisation is to remain in force in accordance with the terms described in the Direct Debit Service Agreement.

Address of the property rented

Please Tick where applicable:

SUSPEND PAYMENT:

I request Ray White Narangba to temporarily suspend my Direct Debit Authority and stop any automatic payments that may be active.

Stop Direct Debit on:

	/		/	
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Recommence Direct Debit on:

	/		/	
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(Friday)

- I acknowledge and agree that by suspending my payment/s I am required to make alternate arrangements in relation to rent payments.

CANCELLATION:

I request Ray White Narangba to cancel my Direct Debit Authority and stop any automatic payments that may be active.

The **final payment** is to be debited from my account on:

	/		/	
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Signature

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Date

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Signature

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Date

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(if joint account all signatures may be required)

DIRECT DEBIT SERVICE AGREEMENT

Please ensure that you have read the following before sending in the Direct Debit Request.

Please retain a copy of this page for your records.

- We may vary this agreement at any time giving you at least 14 days notice.
- By signing a Direct Debit Request, you request and authorise us to arrange for funds to be debited from your account according to the tenancy agreement which we have with you, either of you, or a third party. The amounts drawn will be the rental amounts due under that tenancy agreement or any agreed renewals of it or variations to it or any greater amount which you, either of you, or the third party instruct us to draw, provided such instruction is given in the manner specified in the operating authority held by us in connection with your account.
- We will only arrange for funds to be debited from your account:
 - a) as requested and authorised in the Debit Direct Request; and/or
 - b) according to any notice sent to you specifying the amount payable and the date the payment is due.
- The payment will be deducted from your nominated account on the payment due date. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day.
- It is your responsibility to ensure that you have sufficient funds in the nominated account when payments are to be drawn. If you do not have sufficient funds, the transaction will be rejected and a dishonour fee will be charged to your account. We treat the payment as if it was never made and you will pay us the bank fees we are charged us for the dishonour.
- You should be aware that
 - a) Direct Debiting through Bulk Electronic Clearing System is not available on all accounts.
 - b) Account details should be checked against a recent statement from your financial institution. If you are in any doubt, you should check with your financial institution before completing the Direct Debit Request; and
 - c) It is your responsibility to advise us if your nominated account is altered, transferred or closed.
- If you believe there has been an error in debiting your account you should contact us between 8.30am and 5pm, Monday to Friday as soon as possible so that we can resolve your query quickly.
- Your records and account details will be kept private and confidential and will only be disclosed at your request or at the request of the financial institution in connection with a claim made to an alleged incorrect or wrongful debit, or otherwise as required by law.
- For all matters relating to the Direct Debit arrangement on your account, including requests for deferment of debits, alteration of debit arrangements or stopping or cancelling your Direct Debit Request, please contact us between 8.30am and 5pm, Monday to Friday.