

# Direct Debit Request and Payment Options Information

You will find following the Direct Debit Request and Payment Options forms. These forms are used to provide a new nominated bank account and set up your payment arrangements.

## COMPLETE ONLY THE DIRECT DEBIT REQUEST IF:

You are providing new nominated bank account details

AND

1. The nominated bank account is to be used to make repayments for all loan account splits

AND

2. All of the repayment preferences located in Step 2 (Payment Frequency and Amount) of the Direct Debit Request are the same

**Note:** If you have more than one loan account split and would like to make your loan repayments from different nominated bank accounts, one Direct Debit Request per nominated bank account is required.

## COMPLETE THE PAYMENT OPTIONS FORM IN ADDITION TO THE DIRECT DEBIT REQUEST IF:

The new nominated bank account details are for more than one loan account split

AND/OR

You want to set up different arrangements for each loan account split (this includes frequencies and amounts other than your minimum repayment amount)

OR

You want to set up inter-account payments or loan repayment from your offset sub-account

**Note:** If you are not updating your nominated bank account you do not need to complete either of these forms. You can log on to Loan Service Net or call us on 1800 184 260.

# Frequently Asked Questions

## What is a nominated bank account?

A nominated bank account is an account held by an external financial institution, from which you provide us permission to debit your loan repayments. The nominated account must be in the name of at least one borrower.

## Why do I need a nominated bank account?

It is a condition of your loan settling that an external bank account is set up as your nominated account for making repayments by direct debit.

## Does the nominated bank account need to be in my name?

At least one borrower must be an account holder on the nominated bank account. The Direct Debit Request form must be signed in accordance with the signing authority of the nominated bank account. E.g. If the nominated bank account is in joint names and is listed as All to Sign, then both account holders must sign.

## Do I need a nominated bank account if I have an offset sub-account?

Yes. Similar to banks, we require a separate bank account to be held as the nominated bank account. However, unlike banks, the Offset sub-account is a part of the loan and not a separate account.

## What is my loan application number or existing loan account number?

If your loan has not yet settled, your loan application number is located within the loan agreement.

If your loan has settled, your loan account number was contained in the welcome letter we sent to you shortly after settlement. It can also be located on our loan management system.

# Direct Debit Request



## STEP 1: YOUR DETAILS

New loan application number OR Existing loan number		<input type="text"/>	
First name:	<input type="text"/>	Last name:	<input type="text"/>
Company name:	<input type="text"/>	Contact Number:	<input type="text"/>

Collectively, "you" request and authorise Pepper Finance Corporation Limited, User ID - 010475 to arrange, through its own financial institution, a debit to your nominated account any amount Pepper Finance Corporation Limited, has deemed payable by you.  
This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

## STEP 2: PAYMENT FREQUENCY AND AMOUNT

Which ONE of these payment frequencies best suits you?

Payment frequency:  Weekly  Fortnightly  Monthly

Repayment day: (e.g. Monday)  Preferred Start Date:

*Note: Please ensure that the Preferred Start Date allows for your full monthly repayment to be paid by your monthly due date.*

How much would you like to pay? **Please choose one of the options below:**

I would like to keep my repayments at the minimum amount

I would like to pay the minimum repayment plus a fixed extra amount of:

I would like to pay a set amount of:

### UNDERSTANDING PAYMENT FREQUENCY AND AMOUNT OPTIONS

**I would like to pay the minimum repayment plus a fixed extra amount of:** If your minimum repayment is \$500 per month and you always want to pay an extra \$40 per month, your total repayment will be \$540. If the interest rate changes, reducing your minimum repayment amount to \$480 per month, your total repayment will decrease to \$520 per month.

**I would like to pay a set amount of:** If you choose to pay a set amount, it must be above your current minimum repayment amount. For example, if your minimum monthly repayment amount is \$1,400. Your set amount must be above \$1,400. If there is an interest rate change and your set amount falls below your minimum required repayment amount, we will automatically increase your repayment amount to the new minimum. We will provide you 30 days' notice in writing prior to doing this to notify you of the change.

## STEP 3: BANK ACCOUNT TO BE DEBITED

Please provide details of the account from which you'd like your payments to be debited:

Account name/s	<input type="text"/>															
BSB Number (Must be 6 Digits)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Account Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Name of Financial Institution	<input type="text"/>															

## STEP 4: YOUR AUTHORITY

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Pepper Finance Corporation Limited as set out in this Request and in your Direct Debit Service Agreement.

Signature	<input type="text"/>	Signature	<input type="text"/>
Date	<input type="text"/>	Date	<input type="text"/>

(If signing for a company, sign and print full name and capacity for signing eg. Director)

**(Please note: If the debiting account is in joint names then both account holders must sign above)**

# Direct Debit Request - Service Agreement

This is your direct debit request service agreement with **Pepper Finance Corporation Limited**, user id – 010475, ABN – 51 094 317 647. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation. The terms of this agreement are for the purpose of making repayments to your loan, by debiting your account.

## 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.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between us and you.

**us** or **we** means Pepper Finance Corporation Limited, (the Debit User) you have authorised by requesting a Direct Debit Request.

**you** means the customer who has signed or authorised by other means the Direct Debit Request.

**your financial institution** means the financial institution nominated by you on the DDR at which the account is maintained.

## DEBITING YOUR ACCOUNT

1.1 By signing your Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request OR We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

## AMENDMENTS BY US

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

## AMENDMENTS BY YOU

3.1 You may change\*, stop or defer a debit payment, or terminate this agreement by providing us with at least **14 days** notification by writing to: Pepper Finance Corporation Limited; PO Box 244, PARRAMATTA CBD, NSW 2124. Fax: 1300 650 924 Email: [service@pepper.com.au](mailto:service@pepper.com.au)

**OR** by telephoning us on 1800 184 260 during business hours **OR** arranging it through your own financial institution, which is required to act promptly on your instructions. \*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising us Pepper Finance Corporation Limited of your new account details.

## YOUR OBLIGATIONS

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

4.2 If there are insufficient clear funds in your account to meet a debit payment: (a) you may be charged a fee and/or interest by your financial institution; (b) you may also incur fees or charges imposed or incurred by us; and (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

## DISPUTE

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on [service@pepper.com.au](mailto:service@pepper.com.au) or 1800 184 260 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

## ACCOUNTS

6.1 You should check: (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions; (b) your account details which you have provided to us are correct by checking them against a recent account statement; and (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

## CONFIDENTIALITY

7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you: (a) to the extent specifically required by law; or (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

## NOTICE

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to: Pepper Finance Corporation Limited; PO Box 244, PARRAMATTA CBD, NSW 2124. Fax: 1300 650 924 Email: [service@pepper.com.au](mailto:service@pepper.com.au)

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the third banking day after posting.

# Payment Options

## STEP 1: YOUR DETAILS

New loan application number OR Existing loan number

First name:

Last name:

Company name:

Contact Number:

## STEP 2: PAYMENT METHODS

### LOAN SPLIT (ACCOUNT) 1

Payment Type:

Direct debit (from the nominated account in the Direct Debit Request)

Inter-account payment from account  2, 3 or 4

Inter-account payment from offset sub-account

Which ONE of these payment frequencies best suits you?

Payment frequency:

Weekly

Fortnightly

Monthly

Repayment day: (e.g. Monday)

Preferred Start Date:

Note: Please ensure that the Preferred Start Date allows for your full monthly repayment to be paid by your monthly due date.

How much would you like to pay? **Please choose ONE of the options below:**

I would like to keep my repayments at the minimum amount

I would like to pay the minimum repayment plus a fixed extra amount of:

 \$

I would like to pay a set amount of:

 \$

### LOAN SPLIT (ACCOUNT) 2

Payment Type:

Direct debit (from the nominated account in the Direct Debit Request)

Inter-account payment from account  1, 3 or 4

Inter-account payment from offset sub-account

Which ONE of these payment frequencies best suits you?

Payment frequency:

Weekly

Fortnightly

Monthly

Repayment day: (e.g. Monday)

Preferred Start Date:

Note: Please ensure that the Preferred Start Date allows for your full monthly repayment to be paid by your monthly due date.

How much would you like to pay? **Please choose ONE of the options below:**

I would like to keep my repayments at the minimum amount

I would like to pay the minimum repayment plus a fixed extra amount of:

 \$

I would like to pay a set amount of:

 \$

### LOAN SPLIT (ACCOUNT) 3

Payment Type:  Direct debit (from the nominated account in the Direct Debit Request)  
 Inter-account payment from account  1, 2 or 4  
 Inter-account payment from offset sub-account

Which ONE of these payment frequencies best suits you?

Payment frequency:  Weekly  Fortnightly  Monthly

Repayment day: (e.g. Monday)

Preferred Start Date:

Note: Please ensure that the Preferred Start Date allows for your full monthly repayment to be paid by your monthly due date.

How much would you like to pay? **Please choose ONE of the options below:**

I would like to keep my repayments at the minimum amount

I would like to pay the minimum repayment plus a fixed extra amount of:

\$

I would like to pay a set amount of:

\$

### LOAN SPLIT (ACCOUNT) 4

Payment Type:  Direct debit (from the nominated account in the Direct Debit Request)  
 Inter-account payment from account  1, 2 or 3  
 Inter-account payment from offset sub-account

Which ONE of these payment frequencies best suits you?

Payment frequency:  Weekly  Fortnightly  Monthly

Repayment day: (e.g. Monday)

Preferred Start Date:

Note: Please ensure that the Preferred Start Date allows for your full monthly repayment to be paid by your monthly due date.

How much would you like to pay? **Please choose ONE of the options below:**

I would like to keep my repayments at the minimum amount

I would like to pay the minimum repayment plus a fixed extra amount of:

\$

I would like to pay a set amount of:

\$

### YOUR AUTHORITY

By signing this request, you declare that you have read this form and you authorise Pepper Finance Corporation Limited to act in accordance with the above instructions.

Signature

Signature

Date

Date

Signature

Signature

Date

Date

(If signing for a company, sign and print full name and capacity for signing eg. Director)