



# Tharawal Housing Aboriginal Corporation (THAC)

## Direct Debit Request

Please print in BLOCK LETTERS with a black or blue pen

### Privacy Notice

Tharawal Housing Aboriginal Corporation values the right and privacy of all clients. Tharawal Housing Aboriginal Corporation will not share your personal information unless required to by law or consent has been given. The information collected from you or a third party will be held by Tharawal Housing Aboriginal Corporation. Tharawal Housing Aboriginal Corporation complies with NSW privacy legislation when collecting and managing personal information. We may use your information within our organization when coordinating and planning ways to provide better service delivery. Information will only be disclosed to outside bodies when legal required to and in certain circumstance.

	Client number	Property ID	
	<input type="text"/>	<input type="text"/>	
<b>Details of main applicant</b>	Title - Mr, Mrs, Ms, Miss	<input type="text"/>	
	Last name or family name	<input type="text"/>	
	Given name/s	<input type="text"/>	
	Unit/House number	Street /Avenue	<input type="text"/>
	Town or Suburb	Postcode	<input type="text"/>
	Phone	Mobile	<input type="text"/>
	Email	<input type="text"/>	

### Account/s to be credited

Account	Account number	Amount
Rent		\$
Water		\$
Rechargeable repairs		\$
Other		\$

### Details of account to be debited

Bank or Credit union name (please print)	<input type="text"/>		
Address	Street number	Street /Avenue	<input type="text"/>
	Town or Suburb	Postcode	<input type="text"/>
Account name (please print)	<input type="text"/>		
BSB number	<input type="text"/>		
Account number	<input type="text"/>		

### Section 1: New deduction or variation of existing deduction

(only complete if requesting a new deduction or variation of an existing deduction)

I authorise THAC (Debit User ID number \_\_\_\_\_), until further notice in writing to arrange for funds to be debited from my account, as described above, in accordance with the amounts which THAC may debit or charge me through the Direct Debit System.

### Deductions

Frequency of deductions (please tick)  Weekly  Fortnightly

When would you like the payments to commence?



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## Section 2: Termination of direct debit

(only complete if requesting a new deduction or variation of an existing deduction)

Please stop my payments from the first direct debit due on or after:

## Customer service agreement

### THAC's responsibilities

- THAC shall send you a quarterly statement of your rent account. Where the due date falls on a non-business day, THAC will draw the amount on the next business day.
- THAC will automatically update the amount to be deducted during a Group Subsidy Review and Market Rent Review to reflect the new charges in rent and water from the next available pay date.
- THAC will provide written notice of any proposed changes to your direct debit arrangement, providing reasonable notice.
- THAC reserves the right to cancel the direct debit arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid THAC will arrange an alternative payment method with you. A fee may apply for drawings that are returned unpaid.
- THAC will keep all information provided by you and details of your nominated account at the financial institution, private and confidential.
- THAC will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

### Client's responsibilities

- It is my responsibility to check with my/our financial institution prior to completing the Direct Debit Request form, that direct debiting is available on that account.
- It is my responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the financial institution of the nominated account.
- It is my responsibility to ensure at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- It is my responsibility to advise THAC if the account nominated by me to receive the drawings is altered, transferred or closed.
- It is my responsibility to arrange with THAC a suitable alternative payment method, if the drawing arrangements are stopped, either by me, or the nominated financial institution.
- It is my responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged as a result of returned drawings.
- I may request to defer, alter or stop the agreed drawing schedule, by giving written notice to THAC, as my nominated Financial Institution is unable to cancel my Direct Debit arrangement.
- I understand that all transaction disputes, queries and claims should be raised directly with THAC. THAC will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, THAC will reimburse me by way of cheque or electronic credit to my nominated account.
- I have read the "Customer Service Agreement" above and acknowledge and agree with its terms and conditions.

Client's name

Client's Signature

Date

### Office Use Only

Amount of total deduction

Staff initials

Frequency of deductions

 Weekly  Fortnightly

Confirmation sent to client

 Yes  No

Direct Debit entered/ updated

 Yes  No