



FOX SYMES DEBT RELIEF SERVICES PTY LIMITED ("DRS")

Direct Debit Request

I / We request DRS (User ID 127939) to arrange for funds to be debited from my / our nominated account at the financial institution shown below to the schedule specified below.

Name:

Address

Name and Branch of Financial Institution

BSB No.

Account Number

Commencing on the 'date of debtor's first payment to administrator' as stipulated on the debt Agreement Proposal.

Amount Per payment	No. of Payments	Frequency W/F/Mth	Day of Week M/T/W/Th/F
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Or as per the following special instructions:

(Note: I/we acknowledge that my/our banking institutions may take up to four days to release payments).

Signature (s)

If debiting from a joint bank account, both signatures are required.

Date



Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (“DDR”) arrangements made between DRS and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount as per my Debt Agreement Proposal pursuant to Part IX of the Bankruptcy Act 1966.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on a nominated day.
- If any drawing falls due on a non-business day, it will be debited from your account, at our election, on the most appropriate date nearest to the scheduled drawing date.
- If you wish to discuss any changes to the initial terms you may contact our Customer Care Department on 1300 666 144 during business hours.

Your rights

If you want to make changes to the drawing arrangements, you may contact our Customer Care Department on 1300 666 144 during business hours. These changes may include, deferring the drawing, altering the schedule, stopping an individual debit, suspending the DDR or cancelling the DDR completely. You agree we may amend, modify or vary the DDR upon your verbal or written authority.

Enquires

Direct all enquires to us, rather than to your financial institution, and these enquires should be made at least 7 working days prior to the next scheduled drawing date. All communication addressed to us should include your name, contact details and account number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our Customer Care Department on 1300 666 144 during business hours.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your commitment to us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this);
- That on the drawing date there is sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed.

If the drawing is returned or dishonoured by your financial institution, we may re-draw after 2 working days or at some future time. Any transaction fees payable by us and any associated administrative costs in respect of the above will be added to the next or future drawing date.