



## ROYAL PERTH YACHT CLUB

<b>DIRECT DEBIT REQUEST FORM</b>
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<b>CONTACT DETAILS</b>	
<b>Name:</b>	
<b>RPYC Account:</b>	
<b>Address:</b>	
<b>Telephone:</b>	

<b>NOMINATED BANK ACCOUNT</b>	
<b>Bank / Branch:</b>	
<b>BSB No:</b>	
<b>Account No:</b>	
<b>Account Name:</b>	

The Royal Perth Yacht Club of Western Australia (Inc) (User ID number 239174) may debit my/our nominated bank account specified above via the Bulk Electronic Clearing System with any amounts relating to my/our RPYC Account. By signing this form, I acknowledge that I have read and agree with the attached Direct Debit Request Agreement.

<b>AUTHORISATION / ACKNOWLEDGEMENT</b>			
<b>Signature:</b>		<b>Signature:</b>	
<b>Date:</b>			

If debiting from a joint account, both signatures are required



## ROYAL PERTH YACHT CLUB

### DIRECT DEBIT REQUEST AGREEMENT

#### **Our Commitment to you**

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between The Royal Perth Yacht Club of Western Australia (Inc) (User ID number 239174) 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 Direct Debit Request arrangements made between us and signed by you, we undertake to debit your nominated bank account for the monthly closing balance of your Royal Perth Yacht Club (RPYC) Account.

#### **Drawing arrangements**

- The drawing under this Direct Debit arrangement will occur on the 20<sup>th</sup> day of each month. The amount of the drawing will be the closing balance of your preceding months RPYC Account.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact our accounts staff on (08) 9389 1555.

#### **Your rights**

#### **Changes to the arrangement**

If you want to make changes to the drawing arrangements, please contact our accounts staff on (08) 9389 1555. Your changes may include:

- deferring the drawing; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

## **Enquiries**

Please direct all enquiries to us, rather than to your financial institution. Any enquiries should be made at least 5 working days prior to the next scheduled drawing date. Please have your RPYC Account number available when making enquiries.

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 accounts staff on (08) 9389 1555 during business hours.

If you do not receive a satisfactory response from us to your dispute, please contact your financial institution who will respond to you with an answer to your claim:

- within 5 business days (for claims lodged within 12 months of the disputed drawing); or
- within 30 business days (for claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Please note that your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

## **Your commitment to us**

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- 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 your drawing is returned or dishonoured by your financial institution, we will attempt to re-draw after 5 business days. Any transaction fees payable by us in respect of the above will be added to your RPYC Account.