

## Direct Debit Request (DDR)

Request and authority to debit the account named below to pay Volkswagen Financial Services Australia Pty Limited ABN 20 097 071 460 Debit User ID Number 215806 ('VWFSA')

I/We, the customer/s signing below, request and authorise VWFSA, under the Direct Debit System, to debit from my/our account detailed below, moneys payable, including payment amount and/or any fees and charges that become due, under any agreement made between you and me/ us or any specific verbal instructions I/we give you from time to time about moneys due under any finance contract I/we have with you. If VWFSA provides you with a Consumer Loan, this Direct Debit Request will also apply to that.

Contract Number(s):

Customer Name:

### Bank Details:

Financial Institution Name:

Address:

Account Name:

BSB Number:

Account Number:

If the customer is a company, each signatory warrants he or she is authorised to operate the account. By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and VWFSA as set out in this request and in your Direct Debit Request Service Agreement.

Signature of Customer

Full Name of Customer

Date

Signature of Customer

Full Name of Customer

Date

## Direct Debit Request Service Agreement

The following is your Direct Debit Request Service Agreement with us. The agreement is designed to explain 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.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your DDR and should be read in conjunction with your DDR form.

### 1. Direct Debit drawing arrangements

- 1.1 We will draw amounts from your nominated account in accordance with both your DDR, and your Agreement with us. The amounts we will draw will be your agreed repayment amount and/or any fees and charges that may have been debited to your account.
- 1.2 We will make the first drawing on the first payment day specified in your Agreement, with each subsequent amount drawn at the payment frequency or on the dates specified in your Agreement or in your DDR.
- 1.3 Where the due date falls on a non-business day, we will draw the amount on the next business day. If you are unsure when a drawing will be processed, please ask your Financial Institution.
- 1.4 We will be able to draw any costs you owe to us under any Agreement between us, including, but not limited to:
  - a) in accordance with the terms of the Agreement;
  - b) any costs for services and maintenance which we incur;
  - c) any legal costs we incur in respect of any Agreement to which you are a party; and
  - d) any outstanding amounts payable to under any Agreement to which you are a party.
- 1.5 If we are liable to pay goods and services tax (**GST**) on a supply made in connection with this agreement, you must pay us on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

- 1.6 We will not change your DDR arrangements without giving at least 14 days prior notice to you other than pursuant to a request under clause 3.2.
- 1.7 We reserve the right to cancel your DDR arrangements if your nominated financial institution returns 3 or more unpaid drawings. We will then arrange an alternate payment method with you. A dishonour fee may be payable when your DDR arrangements are dishonoured.
- 1.8 This agreement and your DDR applies to any Agreement entered into with us to which you are a party.

### 2. Your responsibilities

- 2.1 It is your responsibility to ensure:
  - a) your financial institutions allows DDRs on your nominated account as direct debiting through the Direct Debit System may not be available on all accounts;
  - b) your DDR account details are correct. You should check your DDR account details against a recent account statement from your nominated Financial Institution. If you are uncertain about what your DDR account details are, you should check with your Financial Institution where your account is held before completing the DDR;
  - c) sufficient clear funds are available in the account to meet a DDR drawing on its due date, including any costs under clause 1.4;
  - d) you pay any costs incurred by your financial institution in connection with any DDR;
  - e) the authorisation you have given us matches the account signing instructions held by your financial institution;
  - f) you advise us if you intend to transfer or close your DDR account;
  - g) you arrange a suitable alternate payment method with us if you wish to cancel the DDR; and
- 2.2 You should check your account statement to verify that the amounts debited from your account are correct. This agreement and the DDR are confidential and will not be disclosed except to the extent disclosure is permitted or required by the Agreement or under any law.

### 3. Your rights

3.1 You may:

- a) terminate the DDR arrangements at any time; or
- b) stop a drawing under the DDR arrangements,  
by giving us notice in writing at least 7 days before the due date. You can also give written notice directly to your nominated Financial Institution.

3.2 You can request to defer, or change, your DDR arrangements by telling us your requirements at least 7 days before the due date.

3.3 Warning: If you terminate, alter, stop or defer your DDR arrangements without arranging a suitable alternative payment method, you may breach your obligations under your Agreement.

3.4 If a drawing has been made incorrectly (i.e. outside the DDR arrangements) and you would like to dispute that drawing, you may:

- a) ask us to correct it by calling Customer Service on 1300 734 567. We will investigate your claim and inform your Authorised Representative of our decision to your authorised email address; or
- b) lodge a Direct Debit Claim through your nominated Financial Institution.

3.5 We will keep all your records and account details private and confidential unless our bank requires this information to investigate any requests about possible incorrect or wrongful drawings or if we are authorised or required to disclose that information under any law.

3.6 If you have already signed and lodged a DDR with us and you wish to change your Direct Debit details, we will only provide you with the first page with your changed details and signatures.

### 4. Interpretations and Definitions

4.1 In this agreement unless the context otherwise requires:

- a) headings are for convenience only and do not change the interpretation of this agreement.

- b) words used in any document comprising the Agreement have the same meaning when used in the other documents.

- c) A reference to dollars or \$ is to Australian currency.

- d) A reference to writing includes communication using electronic mail, facsimile transmission and any means of reproducing words in a tangible and permanently visible form.

4.2 In this agreement:

**Agreement** means this agreement, any finance agreement or service & maintenance agreement in effect between you and us

**Authorised Representative** has the meaning given in the relevant Finance Agreement.

**DDR** means Direct Debit Request.

**Direct Debit Provider** means the bank or financial institution nominated in writing by you.

**We** or **us** means Volkswagen Financial Services Pty Ltd, ABN 20 097 071 460 Australian Credit Licence 389 344.

**You** means the customer as set out in your Agreement and **your** has a corresponding meaning.