

Customer Direct Debit Agreement

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Love Realty Pty Ltd ABN 77122951679 (ID no. 359963) and you. It sets your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

INITIAL TERMS OF ARRANGEMENT

In the terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount of your rent payments.

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on a If any drawing falls due on a non-business day, it will be debited to your account on the previous business day preceding the scheduled drawing date.
- We will give you at least 14 days notice in writing when charges to the initial terms of the arrangements are made. This notice will state the new account, frequency and the next drawing date.
- If you wish to discuss and charges to the initial terms, please phone **0249 588 555** or send your correspondence to Love Realty at 91 Main Road BOOLAROO or email accounts@loverealty.com.au.

CHANGES TO THE AGREEMENT

If you want to make changes to the drawing arrangements, contact us on 0249 588 555 or send your correspondence to us at Love Realty 91 Main Road BOOLAROO. These changes may include:

- * Deferring the drawing; or
- * Altering the schedule; or
- * Stopping an individual debit; or
- * Suspending the direct debit request; or
- * Cancelling the direct debit request completely; or
- * Disputing any debit

Should your rent be increased during the period of your tenancy, your direct debit will be changed accordingly.

WATER USAGE

Your water usage will be direct debited from your account. You will receive an invoice stating the amount owing and the date it will be taken from your account.

ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 6 days prior to the next scheduled drawing date. All communication addressed to us should include your name, address of the rented premises and your bank details. 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 the Property Management on 0249 588 555 or send your correspondence to Love Realty 91 Main Road BOOLAROO NSW 2284 or email to accounts@loverealty.com.au.

- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 7 business days (for claimed lodged 12 months of the disputed drawing)
 - within 30 business days (claims lodged more than 12 months after of the disputed drawing)
- You will receive a refund of the drawing 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); and
- That on the drawing date there is the 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 advise you in writing or by phone once we have been advised. We will also invoice a \$35 direct debit dishonour fee to your account. Any dishonour fees must be reimbursed to our office and will be added onto the re-draw payment as dated on the invoice. You will need to make a separate payment in the amount of rent you dishonoured as soon as possible, to bring your rent up to date.

Once a payment is dishonoured, your rent may be behind and as a result action may be taken against you for Breach of Tenancy for failing to pay rent on time. If your rent falls 14 days in arrears you will immediately be issued with a Termination Notice. Once this notice has been issued and rent is still not paid, application will be to the Residential Tribunal for termination of your tenancy and for the outstanding debt to be paid immediately.

Address of rented premises-

Signed by the Tenant/s-

Signature

Print Name

Signature

Print Name

DIRECT DEBIT REQUEST

I/We request you, Love Realty Pty Ltd (User ID 359963) to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to schedule specified below.

Account Name/s:

Address:

Signature(s)

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

Dated: -

Name and Branch of
Financial Institution

BSB No. -

Account Number

Commencing on

please debit \$..... from the above account

each: Week or Fortnight

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TENANT TO KEEP THIS COPY FOR THEIR RECORDS