

Section 1: Customer details

I/We authorise and request **Keystart** (User ID No. 013929) (**Keystart**) to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our nominated account at the financial institution shown below, until further notice in writing.

Scan your completed form and send to customer@keystart.com.au or post it to Keystart, PO Box 2016, Subiaco WA 6904.

Customer one

Title	Given name(s)
<input type="text"/>	<input type="text"/>
Family name	
<input type="text"/>	
Phone number	Date of birth
<input type="text"/>	<input type="text"/>
Email address	
<input type="text"/>	

Customer two

Title	Given name(s)
<input type="text"/>	<input type="text"/>
Family name	
<input type="text"/>	
Phone number	Date of birth
<input type="text"/>	<input type="text"/>
Email address	
<input type="text"/>	

Address (the home that is listed on your Keystart loan)

Loan number

Section 2: Account to be debited

Please note: The direct debit must be deducted from a bank account in your name.

Financial institution name

Name(s) on account

BSB (must be six digits)

Account number

Please note: Your ABN is only required if you have a Rural Home Loan and are nominating your business account to be debited.

ABN

Section 3: Payment frequency and amount

Option A - regular payment

Which **one** of these payment frequencies best suits you?☐

Weekly

☐

Fortnightly

☐

Monthly

Repayment day (eg, Monday)

Preferred start date (dd/mm/yy)

How much would you like to pay? **Please choose one of the options below**

I. Minimum monthly repayment

☐

I would like to keep my repayments at the minimum monthly amount.

Please note: In the case of an interest rate change, this amount will automatically adjust to debit the minimum amount required.

OR

II. Options for getting ahead

☐

I would like to pay the minimum monthly repayment plus a fixed extra amount of

\$

OR

☐

I would like to pay a fixed amount of

\$

Option B - once off payment

Complete this option to request a single payment from the nominated account in Section 2. You can also use this nominated account for future instructions without having to complete another Direct Debit Request.

I would like to make a once off payment of

\$

from my/our nominated account on or after (dd/mm/yy)

Section 4: Declaration and signature(s)

I/We acknowledge that by signing this request that I/We have received a copy of the Keystart Direct Debit Service Agreement and agree that my direct debit arrangement is governed by the Keystart Direct Debit Service Agreement.

If debiting from a joint account, signatures of both account holders are required. If the secondary account holder is not a party to the home loan, identification will be required to confirm the signature.

Bank account holder one

Full name (please print)

Signature

Date

Bank account holder two

Full name (please print)

Signature

Date

Acknowledgements

Direct debit request service agreement

1. This *agreement* outlines the direct debit arrangement between Keystart (ABN 74 917 542 588) (User ID Number: 013929) (**Keystart, us or we**) and you. It sets out your rights and obligations for a direct debit arrangement with us for the purpose of making your loan repayments, and our obligations to you.
2. By giving us a Direct Debit Request you authorise and request us to arrange for funds to be debited from your *nominated account* on the terms of this *agreement*.

One off payments

3. If your Direct Debit Request is for a one-off *payment* then clauses 8 to 11 of this *agreement* do not apply, and this *agreement* will cease once the one-off *payment* has been received or cancelled.

Payment plans

4. If we agree to set up a temporary payment arrangement via direct debit for amounts payable under your loan contract (e.g. an instalment plan or payment extension), then clauses 8 and 9 of this *agreement* will be suspended for the term of your temporary payment arrangement and direct debits will be taken for the amounts and on the *debit days* agreed under the temporary arrangement.

Contacting each other

5. If you wish to notify us in writing about anything to do with this *agreement*, you can write to us at customer@keystart.com.au or by post at Keystart, PO Box 2016, Subiaco WA 6904.
6. All notices sent by us relating to this *agreement* will be sent in writing, per your nominated notification preference for your loan.
7. Any notice will be deemed to be received on the second *business day* after sending.

Our commitment

8. We will arrange for funds to be debited from your *nominated account* for amounts payable under your loan contract. This includes your required repayments (or, if higher, the 'Payment amount' specified in your Direct Debit Request) and any fees and charges.
9. For existing loans, we will arrange the first direct debit for one week after your Direct Debit Request is received by us, or on the date nominated in your Direct Debit Request, whichever is later. If you are unsure about which day your *nominated account* has been or will be debited (*i.e. debit day*), you should contact your *financial institution*.
10. We will give you at least 30 days' notice if we vary the terms of this *agreement*.
11. All notifications relating to this *agreement* will be sent in writing per your nominated notification preference for your loan. If you are a co-borrower on a loan, but not a nominated recipient for communications, then you won't receive notices.
12. We may cancel this *agreement* without further notice if we are unsuccessful in debiting your *nominated account* for one or more consecutive *payments*.

13. If any *debit day* falls on a weekend or public holiday in Western Australia, we will debit the amount on the next *business day*.
14. We will keep all information about your *nominated account* private and confidential. We will only disclose it if necessary to process *payments*, investigate errors or required by law.

Your rights

Changes to the arrangements

15. To change, suspend, cancel or discuss your direct debit arrangement under this *agreement*, please contact us on 1300 578 278 or write to us at customer@keystart.com.au or by post at Keystart, PO Box 2016, Subiaco WA 6904. Direct debit arrangements may take up to two *business days* to change, suspend or cancel and any current repayment arrangement will apply during this time.
16. You can also suspend or cancel your direct debit arrangement under this *agreement* through your *financial institution*.
17. You must continue to meet your repayment obligations to us under your loan contract if you change, suspend or cancel your direct debit arrangement.

Disputes

18. If you believe there has been an error with any *payment* you should contact us or your *financial institution* immediately. If we conclude that your *nominated account* has been incorrectly debited, we will reimburse you. If we conclude that your *nominated account* has not been incorrectly debited, we'll advise you of that and provide you with our reasons.

Your commitment to us

19. You should confirm your *nominated account* details are correct. Direct debits, through Bulk Electronic Clearing System (BECS), is not available on all accounts. You should confirm that your *nominated account* can accept direct debits before giving us a Direct Debit Request.
20. You should regularly check your account statements for your *nominated account* to ensure amounts debited are correct.
21. You must tell us if your *nominated account* is closed or your account details change.
22. You must ensure you have sufficient cleared funds in your *nominated account* on each *debit day*. If you do not, and a direct debit is not accepted by your *financial institution*, then:
 - the *payment* will be regarded as not having been made and you must arrange for your *payment* to be made by another method or arrange for sufficient clear funds to be in your *nominated account* by an agreed time so that we can process the *payment*;
 - we may charge you a fee equal any fee charged to us by your *financial institution*; and
 - you are responsible for any fee charged to you by your *financial institution*.

Acknowledgements

Definitions

Nominated account – refers to the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement – refers to the Direct Debit Service Agreement between you and us.

Business day – refers to a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day – refers to the day that payment by you to us is due.

Direct debit request – refers to the written, verbal or online request between us and you to debit funds from your nominated account.

Payment – refers to a particular transaction where a debit is made under this agreement.

Us or we – refers to Keystart, the institution you have authorised by requesting a direct debit.

You – refers to the customer or customers who have authorised the Direct Debit Request.

Your financial institution – refers to the financial institution at which you hold the nominated account you have authorised us to debit.

Privacy policy

We collect your personal information in the Direct Debit Request for the purpose of debiting funds from your *nominated account* per this *agreement*. We may disclose your personal information to our financial institution for this purpose. We may also disclose your personal information to *your financial institution* at their request (eg, in connection with a claim of an error), if required by law, or if allowed by our Privacy Policy. To get a copy of our Privacy Policy, visit keystart.com.au/privacy or contact us on 1300 578 278.