

Direct Debit Request Service Agreement

Reserve Bank of Australia - RITS Invoices - Fee Collection

This is your Direct Debit Request Service Agreement with the Reserve Bank of Australia (USER ID 028240 ABN 50 008 559 486). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details our obligations to you as your Direct Debit provider. Please keep this Agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) between you and us, and should be read in conjunction with your DDR.

Contact Details

Phone: (02) 9551 8951

Post: Payments Settlements Department GPO Box 3947, SYDNEY NSW 2001

Email: RITSBilling@rba.gov.au

Definitions

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

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday in Sydney.

debit day means the day that payment is due by you to us.

debit payment means a particular transaction where a debit is made.

us or **we** means the Reserve Bank of Australia (the Debit User) you have authorised by requesting a DDR.

you or **your** means the customer who has signed the DDR.

your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.

1. Debiting your account

- 1.1 By signing a DDR, you have authorised us to arrange for funds to be debited from your account. You should refer to the DDR and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the DDR and notified in the billing advice.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited, you should ask your financial institution.

2. Amendments by us

- 2.1 We may vary any details of this agreement or a DDR at any time by giving you at least 21 days' written notice.

3. Amendments by you

- 3.1 You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least 21 days' notification by writing to us at the above contact address (and attaching a new DDR form if you are changing your account details).

4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient cleared funds available in your account to allow a debit payment to be made in accordance with the DDR.
- 4.2 If there are insufficient cleared funds in your account to meet a debit payment:
 - (a) you may be charged a fee and/or interest by your financial institution; and
 - (b) you must arrange for sufficient cleared funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly at the above contact details and confirm that notice in writing with us as soon as possible so that we can resolve your query promptly. Alternatively you can take the matter up directly with your financial institution.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

6. Accounts

- 6.1 You should check:
 - (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
 - (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
 - (c) with your financial institution before completing the DDR, if you have any queries about how to complete the DDR.
- 6.2 We do not provide facilities to debit credit card accounts.

7. Confidentiality

- 7.1 We will keep any information in your DDR confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
 - (a) to the extent specifically required by law; or
 - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to us at the above contact address.
- 8.2 We will notify you by sending a notice by ordinary post to the address you have given us in the DDR.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.



Direct Debit Request (DDR)

RITS Invoicing - Fee Collection



Complete and return to:

RITS Billing

RITSBilling@rba.gov.au

If you require help completing this form, please contact the RITS Billing Team on (02) 9551 8951 or via the above email.

1 Date

2 Customer Details

Name

ABN/ARBN

RITS Member Code (4 characters)

Billing Address

3 Details of Account to be Debited

The Customer requests and authorises the Reserve Bank of Australia (ABN: 50 008 559 486 and AUSPayNet User ID 028240) to debit the account nominated below for any amount the Reserve Bank has deemed payable by the Customer. This debit will be made through the Bulk Electronic Clearing System and will be subject to the terms of the Direct Debit Request Service Agreement.

Name of Financial Institution

Financial Institution Branch

Account Title

BSB

Account Number

4 Declaration

- (a) I accept the above terms and conditions governing this direct debit arrangement with the Reserve Bank.
- (b) The details contained in this form are true, correct and complete.
- (c) I have read the Reserve Bank's Privacy Statement below.

Signature of RITS Authorised Signatory

Full Name (Surname last)

Position/Title (If applicable)

Signature of RITS Authorised Signatory

(Where two signatories required)

Full Name (Surname last)

Position/Title (If applicable)

Privacy Statement

The Reserve Bank of Australia (**Reserve Bank**) collects personal information regarding the individuals specified in this form (the **Information**) for the purposes of enabling the Reserve Bank to carry out your DDR instructions. If the Information were not collected then the Reserve Bank would not be able to accept and carry out your DDR instructions. The Information is of a kind which the Reserve Bank will usually disclose to:

- your financial institution in connection with a query or claim
- any other person if required by law or if required or permitted under, or for the purposes of, this agreement.

The Reserve Bank is unlikely to disclose the Information to overseas recipients. Individuals are entitled under Australian privacy law in certain circumstances to access, and seek correction of, personal information about them held by the Reserve Bank. If you wish to access or update the personal information the Reserve Bank holds about you, or if you have an enquiry or complaint about how the Reserve Bank handles personal information, you can contact the Reserve Bank's Privacy Officer by email to privacy@rba.gov.au or by phone (02) 9551 8111. More information about access, correction and complaints is in the Reserve Bank's Privacy Policy available on its website at www.rba.gov.au/privacy/.