



Loan Account Direct Debit

Complete this form when you need to set up or amend a direct debit authority to transfer funds to your loan account. Return it to us via fax 1300 719 105 or scan and email it us at service@virginmoney.com.au.

Set up a new Direct Debit Amend current Direct Debit Date:

YOUR LOAN ACCOUNT DETAILS:

Loan Account No: Principal and Interest Interest Only

Loan Account Name:

Required minimum monthly repayment plus monthly fees due: Monthly Due Date:

THE ACCOUNT YOU WANT VIRGIN MONEY TO DEBIT (TRANSFER FUNDS FROM)

Financial Institution:

BSB: - Account Number:

Account Name:

THE AMOUNT YOU WANT US TO DEBIT AND WHEN

I/We would like to make repayments Weekly Fortnightly Monthly Commencing on until further notice.

Interest Only loans can only be repaid monthly. We calculate fortnightly repayments by dividing your monthly repayment by 2 and weekly repayments are 1/4 of your monthly repayment.

I/We would like to repay the minimum amount required inclusive of monthly fees for the frequency selected above
 In addition I/We would like to repay this extra amount each repayment for the frequency above

For the above 2 options, we will automatically adjust your transfer amount from time to time in accordance with any changes to your minimum monthly repayment (eg. a change in interest rate).

I/We would like to repay a fixed amount for the frequency selected above

This option means that you chose to make a set transfer amount and Virgin Money will not adjust this transfer amount in accordance with any changes to your minimum monthly repayment (eg. a change in interest rate).

AUTHORISATION

I/We acknowledge that Virgin Money has no responsibility or obligation to make any debit as set out in this authority. Virgin Money will not incur any liability for any failure or omission to make any debit or transfer or for any other reason. This authority continues until Virgin Money receives written notice of cancellation or until the loan account is repaid in full.

I/We have read Virgin Money's Service Agreement and acknowledge and agree to the terms and conditions in that agreement.

Signature: Signature:

Name: Name:

Virgin Money (Australia) Pty Limited ABN 75 103 478 897 promotes and distributes the home loans as the authorised credit representative of the credit provider, Bank of Queensland Limited ABN 32 009 656 740, Australian Credit Licence 244 616 (the 'Lender').

Internal Use Only

Signatures verified Anchor Account: Target Account:

CRS Application updated (if req'd) Transfer Order Type:

By signing our Direct Debit Request you acknowledge and agree to the following terms and conditions:

1. You authorise Virgin Money (Australia) Pty Limited ABN 75 103 478 897 ("Virgin Money") and Bank of Queensland Limited ABN 32 009 656 740 AFSL and ACL No. 244 616 (together "we/us") to debit your nominated account in the manner specified in the Direct Debit Request.
2. We will give you at least 14 days prior notice in writing if we propose to vary any of the terms of the debit arrangement between us.
3. You will give us at least 3 working days notice in writing before the payment due date if you wish to defer or alter the debit arrangement.
4. You will give us at least 1 working day's notice in writing before the payment due date if you wish to stop a debit payment being processed or to cancel this request.
5. If you wish to dispute any debit item, you should refer the matter to Virgin Money first. You can complete a "Direct Debit Customer Claim" to initiate the dispute resolution process. Virgin Money will seek to resolve the matter with you. If Virgin Money cannot resolve the dispute, you can contact your financial institution at which your nominated account is held. Your financial institution will then commence a formal claims procedure for you.
6. Accounts with some financial institutions may not allow direct debits. If you are uncertain, you should check with your financial institution before signing this Direct Debit Request to ensure your nominated account can accept direct debit payments through the Bulk Electronic Clearing System (BECS).
7. You should confirm your nominated account details are correct against a recent statement from your financial institution before completing this request.
8. You agree that it is your responsibility to have sufficient cleared funds in your nominated account by the payment due date to enable debit payments under this request.
9. We will initiate debit items on the payment due date stated in this request or as otherwise agreed between us in writing. If the payment due date falls on a day which is not a business day in Queensland, we will still initiate the debit item on that day. You should enquire directly with your financial institution if you are uncertain about when the debit item will be processed to your account.
10. If a debit item is returned unpaid by your financial institution, you authorise us to present a further debit item for payment, even if the further presentation may exceed any maximum amount stated in this request. We may charge your nominated account with a dishonour fee in terms of our Fees and Charges.
11. We will ensure your personal records and account details held by us remain confidential. However, if you lodge a claim in relation to an alleged incorrect or wrongful debit, it may be necessary for us to release such information to your financial institution or its representative, to enable your claim to be assessed.
12. In the event of an interest rate change on the loan account, we will notify you of the new repayment amount in accordance with clause 2 of this agreement and debit your account with the new repayment amount on the first due date after the expiry of the notice period.
13. You are responsible for providing authorisation to us to adjust the Direct Debit Request where you wish the repayment amount to vary from the new repayment amount specified by us.
14. We may terminate this Direct Debit Request at any time by giving you 14 days notice in writing, or where no further payments are required.