



## Direct Debit Request Service Agreement

This Direct Debit Request Service Agreement sets out information about the direct debiting of your nominated account. By signing the Direct Debit Request (**DDR**), you acknowledge you have read and agree to these terms.

1. The DDR will be used to debit amounts due by you under your finance agreement with us. We can debit your nominated account a number of times in order to collect money due to us.
2. If a payment falls due on a non-business day, the amount will be debited on the next business day. If you are uncertain when a debit will be processed to your nominated account, you should contact your financial institution.
3. We may vary the purpose for which the DDR is used or the terms of the DDR or this Direct Debit Request Service Agreement by giving you at least 14 days notice.
4. All information relating to you and your nominated account will be kept confidential subject to any consents you have granted. We may disclose information for the purpose of resolving any disputed payment or claim.
5. The DDR must be signed in accordance with the signing authority for your nominated account (ie if you nominate a joint account, you must ensure you are authorised to operate that account separately and as contemplated by the DDR).
6. You may not cancel the DDR without our consent.
7. You may cancel the DDR by providing us with at least five business days notice by contacting us at [hello@crescentfinance.com.au](mailto:hello@crescentfinance.com.au). You may also contact your financial institution.
8. You may request a stop to any individual debit by providing us with at least five business days notice prior to the payment due date by contacting us at [hello@crescentfinance.com.au](mailto:hello@crescentfinance.com.au). You may also contact your financial institution.
9. You may request deferment of or alteration to payments under the DDR by contacting us at least five business days prior to the payment due date.
10. If you consider that a debit has been incorrectly made, you should contact us or your financial institution. We will determine whether the debit was correct, and if not, arrange for an adjustment. Claims may also be directed to your financial institution.
11. You must ensure there are sufficient clear funds available in the nominated account to meet each debit on its due date. You must notify us if your nominated account is transferred or closed.
12. You should check with your financial institution whether direct debiting is available from your nominated account (as direct debiting is not available on all accounts offered by financial institutions). You should check that the details of your nominated account which you have provided are correct by checking them against a recent account statement. If you have any queries about how to complete the DDR, you should check with your financial institution before completing the DDR.
13. You must arrange a suitable alternate payment method with us before you close or change your nominated account, or if you wish to cancel the DDR and we agree to its cancellation.
14. If a payment is dishonoured, you may be charged fees by your financial institution, you may incur fees under your finance agreement with us, and you may be in default under that finance agreement.
15. We may assign our rights under the DDR to anybody who takes over the ownership or running of your facility account.