



FOR YOUR INFORMATION

Direct Debit Request Service Agreement

The ASU will instruct financial institutions to debit members' accounts on a fortnightly, monthly, quarterly, half yearly or yearly basis as indicated by you.

The ASU will give at least 14 days' notice of any changes to the amount of direct debit.

A request to stop or alter direct debit arrangement must be made in writing to the ASU and signed by the member.

Where a dispute arises between a member and the ASU about payment of direct debits the member shall first put in writing to the Branch Secretary of the ASU the matter(s) in dispute. The Branch Secretary will investigate the matter(s) alleged to be in dispute and will report back to the member concerned as soon as possible.

Members are advised that direct debits may not be available on all accounts. Please check with your financial institution if direct debit is available from your nominated account. When completing the form please check account details against a recent statement from your financial institution or directly with your bank.

If the scheduled day for a direct debit run falls on a non-business day, the direct debit will be made on the next business day. If a member is unsure when a direct debit will be made, they should contact the ASU office.

Members are advised that it is the responsibility of the member to have sufficient funds in their nominated account by the due date to permit the payment of debit items as per this agreement.

If a direct debit is returned unpaid two times the member's direct debit will cease and an account will be issued. The member may be charged with the costs incurred by the ASU including costs levied against the ASU by the financial institution and any costs incurred in recovering the unpaid amount(s).

The ASU will not release any information provided on this form to any person or institution other than the member who signs the form and the financial institution cited in the form. Members are advised that financial institutions may request from the ASU information about this form and direct debits made against the member's account in relation to a claim on the financial institution in the event of an incorrect or wrongful debit.

For further information please contact the Union's Redfern Office on 02 9310 4000.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Natalie Lang'.

Natalie Lang
Branch Secretary