

Citibank Direct Debit Request Form

My Citibank home loan account number is a OR

New home loan account to be set up at settlement

Applicant(s)

Direct debit account details

Name and address of financial institution where account is held

Name of the account which is to be debited

BSB no.

Account no.

Please enquire at your financial institution before you nominate a specific account to confirm the BSB number.

or New Offset Savings Account

Repayment Options

Please select one of the following:

	Nominated Repayment Amount	Day (Mon - Fri only)	Date
1. <input type="checkbox"/> Weekly	\$ <input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
2. <input type="checkbox"/> Fortnightly	\$ <input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
3. <input type="checkbox"/> Monthly	\$ <input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

or Day after interest debiting date (i.e. 1 month and 1 day after settlement or as otherwise specified in your credit contract) (Only applies to monthly repayments)

or Repayment due date (the date repayments are due under your credit contract i.e. 2 months after settlement or as otherwise specified in your credit contract) (Only applies to monthly repayments)

Please note:

- Fortnightly and weekly options and Nominated Repayment Amount options are not available during a fixed rate period.
- For Standard Fixed Rate Loans, you can increase regular repayments up to \$1,000 per month without penalty.
- The default repayment option is monthly with the direct debit date being the day after the interest debiting date (i.e. 1 month and 1 day after settlement or as otherwise specified in your credit contract).
- Interest accrues daily on the outstanding balance of your account (which includes debited interest).

I/We request and authorise Citigroup Pty Limited ABN 88 004 325 080 (User ID 10412) to arrange funds to be debited from my/our nominated account as set out above and any amount Citigroup Pty Limited determines payable by me/us in accordance with this Direct Debit Request and the terms of the Direct Debit Request Service Agreement and the relevant terms and conditions applicable to my/our home loan.

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agree to the terms and conditions governing the debit arrangements between you and Citigroup Pty Limited ABN 88 004 325 080 (User ID 10412) as set out in the Request and in your Direct Debit Request Service Agreement.

Signature of account holder

X Date: / /

Signature of account holder

X Date: / /

(If joint account, all signatures may be required)

Citibank Direct Debit – makes repaying your home loan easy!

Citibank Direct Debit means your regular home loan repayments can be automatically drawn from the bank account of your choice on your repayment date.

With Citibank's Direct Debit you have the flexibility of:

- Paying your minimum repayment amount or making extra repayments¹ by nominating to pay a higher amount each time.
- Nominating a specific date, or day of the week, for your repayment to be drawn. For example, to coincide with your pay day.
- If you have a variable home loan account² you can elect the frequency of your repayments – weekly, fortnightly or monthly. Whatever works best for you!

There is no charge for this service and it's easy and quick to arrange.³

Complete the attached form and return to us at:

Online upload: visit www.citibank.com.au/upload

Mail: Citi Mortgage Operations
GPO Box 4799
Sydney NSW 2001

We will take care of the rest!

1. For all Citibank home loans other than Standard Fixed Rate Loans, there is no limit on additional repayment amounts. For Standard Fixed Rate Loans, without penalty, you can increase regular repayments up to \$1,000 per month.
2. Applies to all Citibank loans other than Standard Fixed Rate Loans.
3. Citibank does not charge for this service. Please confirm with the financial institution at which your nominated account is held as to whether any fees or charges apply.

Direct Debit Request Service Agreement

Terms and Conditions

This is your Direct Debit Service Agreement with Citigroup Pty Limited ABN 88 004 325 080 (User ID 10412). It explains what your obligations are when undertaking a Direct Debit Request arrangement with us. It also details what our obligations are to you as your Direct Debit Request provider.

Please keep a copy of this agreement for your future reference. It forms part of the Terms and Conditions of your Direct Debit Request and should be read in conjunction with your Direct Debit Request authorisation.

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.

business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

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

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

direct debit request means the Direct Debit Request between us and you.

us or we means Citigroup Pty Limited ABN 88 004 325 080 (User ID 10412).

you means the customer who has signed or authorised by other means the Direct Debit Request.

your financial institution means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.

1. Debiting your account

- 1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request 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 Direct Debit Request, the relevant terms and conditions applicable to your home loan, and the terms of this Direct Debit Request Service Agreement.
- 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the next business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments made by us

- 2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) 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 7 days notification by writing to:

Citigroup Pty Ltd
2 Park Street
Sydney NSW 2001; **or**

arranging it through your own financial institution, which is required to act promptly on your instructions.

If you change, stop or defer a debit payment or terminate this agreement you must make suitable alternate arrangements for payment of your home loan.

* Note: in relation to the above reference to `change`, your financial institution may `change` your debit payment only to the extent of advising us, Citigroup Pty Limited ABN 88 004 325 080 (User ID 10412) of your new account details.

4. Your obligations

- 4.1 It's your responsibility to ensure that:

- a) there are sufficient clear funds available in your account 2-3 days prior to the Debit Day to allow a debit payment to be made in accordance with the Direct Debit Request;
- b) you notify us if the nominated account is transferred or closed;
- c) you pay the repayment due by an alternative method if the direct debit arrangements are cancelled either by you or us;
- d) your payments are up-to-date, whether a notice is received from us or not;
- e) If there are insufficient clear funds in your account to meet a debit payment:
 - i) you may be charged a fee and/or interest by your financial institution;
 - ii) you may also incur fees or charges imposed or incurred by us; and
 - iii) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You authorise Citibank:

- a) other than during a fixed rate period of the home loan, to debit the greater of:
 - your repayments and/or any other charges due under the relevant terms and conditions applicable to your home loan; and
 - your nominated repayment amount (if any), according to repayment frequency, as authorised in the Direct Debit Request form; or
- b) during a fixed rate period, to debit your monthly repayments and/or any other charges due under the relevant terms and conditions applicable to your home loan each month.

If you have elected to make (other than during a fixed period):

- fortnightly repayments, the fortnightly repayments will be one half of the amount of the monthly repayment; or
- Weekly payments, the weekly repayments will be one quarter of the amount of the monthly repayment, rounded up to two decimal places (i.e. where this resulting amount has more than 2 decimal places the nearest 2nd decimal place is increased by \$0.01).

- 4.2 You should check your account statement to verify that the amounts debited from your account are correct.

5. Other important information you should know

- 5.1 All enquiries and requests for payment changes should be directed to us. All disputes or cancellations should be directed to us or your financial institution.
- 5.2 We will initiate debits to your account in accordance with the instructions on the Direct Debit Request held by us and in accordance with the terms of this Direct Debit Request Service Agreement.
- 5.3 Deductions made under the authority of this Direct Debit Request will appear as payments on your home loan account statement.

6. Disputes

- 6.1 If you believe that there has been an error in debiting your account, you should notify us directly on 13 24 84 and confirm that notice in writing (Ref: 9 Notice) with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.
- 6.2 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.

6.3 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.

7. Accounts

7.1 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 Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

8. Confidentiality

8.1 We will keep any information (including your account details) in your Direct Debit Request 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.

8.2 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).

9. Notice

- 9.1 If you wish to notify us in writing about anything relating to this agreement, you should write to: Citigroup Pty Ltd, GPO Box 4799, Sydney NSW 2001
- 9.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.
- 9.3 Any notice will be deemed to have been received on the third business day after posting

