



# Citi Direct Debit - makes repaying your home loan easy!

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

- With Direct Debit you have the flexibility of:
- Paying your minimum repayment amount or making extra repayments<sup>1</sup> by nominating to pay a higher amount 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 account<sup>2</sup> 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<sup>3</sup>.**

Complete the attached form and return to us at:

Online upload: [citibank.com.au/upload](http://citibank.com.au/upload)

Mail: Mortgage Operations  
GPO Box 4799  
Sydney NSW 2001

## We will take care of the rest!

1. For all Citi 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 payment cycle.
2. Applies to all Citi home loans other than Standard Fixed Rate Loans.
3. We do 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 Request Service Agreement with Citigroup Pty Limited ABN 88 004 325 080 (User ID 10412) or "Citi", acting on behalf of National Australia Bank Limited or "NAB" (ABN 12 004 044 937). Citi is acting on behalf of NAB to arrange debits under this agreement. This agreement explains what your obligations are under this Direct Debit arrangement. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for your future reference. It forms part of the Terms and Conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR 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) acting on behalf of National Australia Bank Limited (ABN 12 004 044 937).

**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.

Capitalised terms not defined in this Direct Debit Request Service Agreement have the meanings given to them by the relevant product terms and conditions.

### 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 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 seven days' notification by writing to:

Online upload: [visit citibank.com.au/upload](http://visit.citibank.com.au/upload)

Mail: Mortgage Operations  
GPO Box 4799  
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 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 two-three 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 reasonable 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 us:

- 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 two decimal places the nearest second 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 by calling the Customer Service Centre 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 promptly. 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, within a reasonable period, 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:  
Mortgage Operations  
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.

