

Direct Debit Request Application Form

(*MBA means Master Builders Association of NSW, ABN 96 550 042 906, User ID: 372735)

I/We authorise MBA* to arrange for funds to be debited from my/our nominated account at the Financial Institution identified in either Step A or Step B below. I understand processing this request will take place only when the completed original of this form is received by MBA. This authority is to remain in force in accordance with the terms described in the attached DDR Conditions of Use received from us.

Member Number		Date	
Name			
Company			
Address			
	Suburb	State	Postcode
Payment Frequency (Please Tick One)	<input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Annually

Payment Method (Please select only ONE payment method – either A or B – and sign below)

Step A – Bank/Credit Union Account Details	
Name & Address of Financial Institution (Please Print)	

Account Name (Please Print) – (Given Name & Surname/Company or Business Name ACN or ABN)	

BSB Number:	Account Number:
_____	_____
Member Signature (If joint account all signatures required)	
x _____	Date _____
x _____	Date _____
OR Step B – Credit Card	
Please indicate with an X	
<input type="checkbox"/> MasterCard	<input type="checkbox"/> Visa Name on card:
Card Number:	

Expiry Date:	3 Digit Validation Number (located on the back of the credit card)
_____	_____
Cardholders Signature	
x _____	Date _____

Direct Debit Request (DDR) Conditions of Use

“MBA”, “we”, “us” and “our” means Master Builders Association of NSW ABN 96 550 042 906.

Our commitment to you:

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Master Builders Association of NSW, User ID: 372735 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement: In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed invoice amount.

Drawing arrangements:

- The first drawing under this Direct Debit arrangement will occur within (7) working days.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day the scheduled drawing date.
- We will give you at least 14 days notice in writing or some other means of your choice when changes to the initial terms of the arrangement are made. This notice may include the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, you can contact us on 1800 451 393 or (02) 8586 3555.

Your rights:

Changes to the arrangement: If you want to make changes to the drawing arrangements, contact us on 1800 451 393 or (02) 8586 3555. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Enquiries: Direct all enquiries to us, rather than to your financial institution, and these should be made at least 7 working days prior to the next scheduled drawing date. All communication addressed to us should include your membership number/account number etc.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes:

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us on 02 8586 3555 during business hours.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your commitment to us:

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your Financial Institution, a re-draw will take place within 7 days. Any transaction fees payable by us in respect of the above will be added to your bill.