

Loan Application Number

Applicant 1 Name

Applicant 2 Name

Product

Rate

By signing below, I/we understand and agree that:

- ▶ A non-refundable fee of \$750 per loan will be applicable for each Rate Lock requested. A separate fee is payable for each fixed rate account. Refer to our Fees & Charges Schedule available at australianmilitarybank.com.au
- ▶ The fee is payable upfront. Sufficient cleared funds will be available in the nominated account at the time Australian Military Bank processes this request.
- ▶ A fixed rate lock can only be opted into at any time before formal approval.
- ▶ The interest rate will be locked at the Australian Military Bank fixed rate applicable at the time the Bank receives this request and will be valid for a period of 90 days. You may extend this and renew at the same interest rate after this date, but this will be subject to another non-refundable fee of \$750 per loan.
- ▶ If settlement of my/our loan occurs within that 90 day period, the interest rate that will apply to my/our loan will be the locked in rate. If, on the day of settlement, the Bank's fixed interest rate for the selected fixed rate period is lower than the locked in rate, the Bank will apply the lower fixed interest rate.
- ▶ If settlement of my/our loan does not occur within that 90 day period, the interest rate that will apply to my/our loan will be the Australian Military Bank fixed rate applicable as at the day of settlement.
- ▶ Acceptance of this Rate Lock request by Australian Military Bank does not constitute approval of my/our loan application or an offer to provide Credit.
- ▶ Australian Military Bank reserves the right to not accept this request.

Nominated Account Details

Financial Institution

Branch Name

Account Name(s)

BSB

Account Number

Signature

Signature(s)

Applicant Name

Date

1.

2.

How to submit completed form:

Email: service@australianmilitarybank.com.au | **Post:** PO Box H151, Australia Square NSW 1215
Visit: your local branch

Office Use Only

Operator ID

Payment ID

Date Processed

Direct Debit Authority

1. DEBITING YOUR ACCOUNT

1.1 By signing this Direct Debit Authority, you have authorised us to arrange for funds to be debited from your nominated account. You should refer to 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 nominated account as authorised in this Direct Debit Authority. We will not issue individual confirmations of payments made.

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 nominated account on the previous or following business day. If you are unsure about which day your nominated account has been or will be debited, please check with your financial institution.

2. CHANGES BY US - IF THIS IS AN ONGOING AGREEMENT

2.1 We may vary the terms of this agreement or a Direct Debit Authority at any time by giving you at least thirty (30) days written notice.

2.2 We reserve the right to:

- (a) cancel the Direct Debit Authority if three (3) consecutive debits are returned unpaid by your financial institution; and
- (b) refuse future Direct Debit Authorities.

3. CHANGES BY YOU - IF THIS IS AN ONGOING AGREEMENT

3.1 Subject to clauses 3.2 and 3.3, you may defer a debit payment or change the arrangements under a Direct Debit Authority by giving us 30 days notice of the deferral or change.

3.2 If you wish to stop a single debit payment you must notify us at least 30 days before the next debit day.

3.3 You may also cancel your Direct Debit Authority at any time by giving us 30 days notice before the next debit day.

4. CLEARANCE TIME

4.1 Direct Debit payments to your Australian Military Bank account if applicable, on the requested payment date, may be credited prior to Australian Military Bank actually receiving the funds from your other financial institution. Therefore this payment may not be accessed immediately. Please allow up to 3 full business days for your funds to be cleared.

5. YOUR OBLIGATIONS

5.1 It is your responsibility to ensure that there are sufficient clear funds available in your nominated account on a debit day to allow a debit payment to be made in accordance with this Direct Debit Authority.

5.2 If there are insufficient clear funds in your nominated account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may be charged a dishonour fee to reimburse us for fees or charges we have incurred for the failed transaction. Refer to our Schedule of Fees & Charges available at www.australianmilitarybank.com.au; and
- (c) when a Loan/Credit Card payment is rejected you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your nominated account by an agreed time so that we can process the debit payment.

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

6. DISPUTE

6.1 If you believe that there has been an error in debiting your nominated account, you should notify us directly. You should

also confirm the details in writing with us as soon as possible so that we can resolve your query quickly.

6.2 If we conclude as a result of our investigations that your nominated account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your nominated account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your nominated account has been adjusted.

6.3 If we conclude as a result of our investigations that your nominated account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

6.4 Any queries you may have about an error made in debiting your nominated account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

7. ACCOUNTS

7.1 Please be aware that direct debiting may not be available on all account types. You should check:

- (a) with your financial institution whether direct debiting is available from your nominated account;
- (b) your account details which you have provided to us are correct by checking them against a recent account statement from your financial institution; and
- (c) with your financial institution before completing this Direct Debit Authority if you have any queries about how to complete this Direct Debit Authority.

8. CONFIDENTIALITY & YOUR PRIVACY

8.1 We will keep any information (including your account details) in your Direct Debit Authority 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. You may access any personal information we hold about you at any time by contacting us. Refer to our Privacy Policy at australianmilitarybank.com.au.

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 or if required by our sponsor in the direct debit system (including disclosing information in connection with any query, dispute or claim).

9. NOTICE

9.1 If you wish to notify us in writing about anything relating to this agreement, you should write to:

Member Services, Australian Military Bank Ltd., PO Box H151, Australia Square NSW 1215.

9.2 We will give you notice by sending such notice in the ordinary post to the address recorded on your Australian Military Bank account.

9.3 Any notice will be deemed to have been received 3 business days after it is posted.