

# Diners Club Direct Debit Request



## ▼ Cardholder Information

Your Diners Club Account Number

Diners Club Direct AUTOMATIC Account Payment

Please advise the date you wish your Diners Club Card Account to be paid by direct debit each month, provided it is between your statement 'Issue Date' and your applicable card 'Default Date'. This may be a period of 7, 14, 21 or 28 days depending on your account type. Please refer to your account statement for the appropriate period. You cannot select the 29th, 30th or 31st day of the month.

**If you are yet to receive a statement or if a date is not nominated, the direct debit will be drawn ten (10) days after the issue date, or seven (7) days after the issue date if your account is the Frequent Flyer Diners Club with World MasterCard®.**

## ▼ Request and Authority to Debit

### Account Holder 1 (of nominated bank Account)

Surname\*

Given name/s

Address

Suburb  Postcode

### Account Holder 2 (of nominated bank Account)

Surname\*

Given name/s

Address

Suburb  Postcode

**(Jointly and severally, You)** request and authorise Diners Club Pty Limited (User ID Number 008582) ("**Diners Club**") to arrange for any amount that Diners Club may debit or charge You to be debited through the Bulk Electronic Clearing System from the account identified below. This authority is given subject to the terms and conditions of the Direct Debit Request Service Agreement. *\*If you are a company, please include your company name and ABN instead of Surname and Given Names.*

## ▼ Your Financial Institution

Financial Institution name

Address  Postcode

Name of account

BSB number    -    Account number            (Your account)

## ▼ Acknowledgement

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Diners Club as set out in this Request and in your **Direct Debit Service Agreement**.

Signature

Date

Signature

Date

(If Your nominated bank Account is held by more than one person, all account holders must complete and sign this form. If signing for a company, please also print your full name and capacity e.g. Director. By signing for a company, you warrant that you have authority to enter into this agreement for and on behalf of the company).

Please fax your completed form to **1300 360 390** or mail to:  
Customer Service, Diners Club International, GPO BOX 40, Sydney, NSW 2001.

For further assistance please call **1300 360 060**.

## Terms and Conditions

This is your **Direct Debit Service Agreement** with Diners Club Pty Limited ABN 35 004 343 051 (User ID Number 008582). 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 Diners Club Pty Limited ABN 35 004 343 051 (User ID Number 008582).

**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 terms of this Direct Debit Request Service Agreement and the relevant terms and conditions applicable to your Diners Club account.

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:

Diners Club Pty Limited

GPO BOX 40

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 Diners Club account.

\* Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising us, Diners Club Pty Limited ABN 35 004 343 051 (User ID Number 008582) of your new account 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.

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 nominated financial institution account in accordance with the instructions on the Direct Debit Request form, which will be held by us.

5.3 Deductions made under the authority of this direct debit request will appear as payments on your Account Statement.

5.4 Direct Debit will automatically debit the amount you specify from your nominated account on the date you have advised on this form or if a date is not nominated, the direct debit will be drawn ten (10) days after the issue date, or seven (7) days after the issue date if your account is the Frequent Flyer Diners Club with *World MasterCard*<sup>®</sup>.

### 6. Disputes

6.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 360 060 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: Diners Club Pty Limited, GPO BOX 40, 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