



Direct Debit Requests

Customer Claims and Cancellation Requests

DATE: / /

i You can use this form to:

- Seek a refund from your Direct Debit User i.e. merchant for payment(s) initiated without your authority (Section C)
- Permanently cancel an existing Direct Debit Request (Section D)

Section A - Customer details

Please enter the full account title as appears on your statement (if held in joint names, details of all parties to be included)

Residential address (PO Box is not acceptable)

Suburb	State	Postcode
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BSB

Account number

Preferred contact number

Section B - Direct Debit user details

Name of Direct Debit User (must be provided)

Date of last payment

Amount

APCA User ID if known (can be found in client data enquiry, if correct user ID cannot be determined Please leave the field blank)

Section C - Customer Claim on disputed transactions

I confirm that money has been incorrectly debited from my account by this Direct Debit User and request that you seek restitution on my behalf because:

- I have not given this Direct Debit User any authority to draw funds from my account; or
- Payment(s) against an existing or former authority were unauthorized for the following reasons:

If you have previously contacted the Direct Debit User to cancel your authority, please let us know the date

i Note: I understand that effective today, a stop will apply on all future direct debits to the Direct Debit User specified in Section B. I accept that if multiple direct debits are set up with a Direct Debit User, all direct debits to them will be stopped.

Date debited	Amount	Customer statement description
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	

Any other details of claim:

i **Note:**The Direct Debit User has the right to dispute your claim. If the Direct Debit User disputes your claim and you disagree with their decision, you can lodge a further Claim.

Section D – Cancellation Request

i **Note:** If a payment has not yet debited your account, we are unable to process your request to stop a payment. Please lodge a claim and stop payment request with your Direct Debit User.

Permanently cancel my Direct Debit Request

Please arrange to permanently cancel my Direct Debit Request and effective today, stop any payment of all future direct debits to the Direct Debit User specified in Section B. I accept that if multiple direct debits are set up with this Direct Debit User, all direct debits to them will be stopped (note a new cancellation request is required for each payment authority being cancelled).

Please provide details of your billing number, contract or policy number that you supplied to the Direct Debit User. If unknown, include the transaction description from your statement.

i **Note:**Bank of China (Australia) Limited will notify the Direct Debit User of your cancellation instructions via their sponsor Financial Institution. You should allow time for the request to be delivered and processed by the Direct Debit User.

Section E- Authorisation (must be completed in all cases)

I/We authorise and request the Bank of China (Australia) Limited to take action specified in the completed sections of this form

Signature of customer 1

Date

Signature of customer 2

Date

Full Name of customer supplying details

Signature is verified: