



Direct Debit Authority Request Form

Request and Authority to debit the account named below to pay Charter Hall

YOUR DETAILS

Tenant ID: _____
(detailed on your Tax Invoice)

E-mail address: _____
(optional)

Tenant name: _____ (“You”)
(as set out in your lease and on your invoice)

You request and authorise:
(Tick whichever is applicable)

- Charter Hall Real Estate Management Services (NSW) Pty Limited 496632
- Charter Hall Real Estate Management Services (VIC) Pty Limited 496639
- Charter Hall Real Estate Management Services (QLD and NT) Pty Limited 496636
- Charter Hall Real Estate Management Services (WA) Pty Limited 496645
- Charter Hall Real Estate Management Services (SA) Pty Limited 496635
- Charter Hall Real Estate Management Services (ACT) Pty Limited 496633
- Charter Hall Real Estate Management Services (TAS) Pty Limited 496638

(“Charter Hall”)

to arrange, through its own financial institution, a debit to your nominated account any amount **Charter Hall**, has deemed payable by you pursuant to your lease of premises at a building managed by Charter Hall Holdings Pty Ltd or its related bodies corporate (as that term is defined in the *Corporations Act 2001*).

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

DETAILS OF BANK ACCOUNT TO BE DEBITED

Name and address of financial institution Financial institution name: _____
 Address: _____

Account to be debited Name/s on account: _____

BSB number (must be 6 digits):

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Account number:

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AGREEMENT AND AUTHORISATION

Acknowledgment By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **Charter Hall** as set out in this Direct Debit Request and in your Direct Debit Request Service Agreement.

Signature Signature: _____ Name: _____
(If signing for a company, sign and print full name and capacity for signing e.g. director)

Address: _____

Date: ___ / ___ / ___

Second account signatory *(if required)* Signature: _____ Name: _____
(If signing for a company, sign and print full name and capacity for signing e.g. director)

Address: _____

Date: ___ / ___ / ___

Please email completed form to accountsreceivable@charterhall.com.au or mail to:

Accounts Receivable
Charter Hall
Level 20, 1 Martin Place
Sydney NSW 2000



Direct Debit Request Service Agreement

This is *your* Direct Debit Request Service Agreement with **Charter Hall**. It explains what *your* obligations are when undertaking a Direct Debit arrangement with *us*. It also details what our obligations are to *you* as *your* Direct Debit provider.

Please keep this agreement for 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.

The purpose of this agreement is to grant *your* authorisation to **Charter Hall** to debit from *your* account any amount payable by *you* pursuant to *your lease* of premises at a building managed by Charter Hall Holdings Pty Ltd or its related bodies corporate (as that term is defined in the *Corporations Act 2001*).

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*.

banking 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 the **Charter Hall** entity, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

you means the person or company who has signed or authorised by other means the *Direct Debit Request*.

your financial institution means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

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| 1. Debiting your account | <p>1.1 By signing a <i>Direct Debit Request</i> or by providing <i>us</i> with a valid instruction, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. <i>You</i> should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 <i>We</i> will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, <i>we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p> |
| 2. Amendments by us | <p>2.1 <i>We</i> may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving <i>you</i> at least fourteen (14) days written notice.</p> |
| 3. Amendments by you | <p><i>You</i> may change*, stop or defer a <i>debit payment</i>, or terminate this <i>agreement</i> by providing <i>us</i> with at least fourteen (14) days notification by writing to:</p> <p>Accounts Receivable
Charter Hall
Level 20, 1 Martin Place
Sydney NSW 2000</p> <p>or</p> <p>arranging it through <i>your own financial institution</i>, which is required to act promptly on <i>your</i> instructions.</p> <p>*Note: in relation to the above reference to 'change', <i>your financial institution</i> may 'change' <i>your debit payment</i> only to the extent of advising <i>us</i> of <i>your new account</i> details.</p> |
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- 4. Your obligations**
- 4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.
- 4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:
- (a) *you* may be charged a fee and/or interest by *your financial institution*;
 - (b) *you* may also incur fees or charges imposed or incurred by *us*; and
 - (c) *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*.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct
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- 5 Dispute**
- 5.1 If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on accountsreceivable@charterhall.com.au and confirm that notice in writing 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*.
- 5.2 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.
- 5.3 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.
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- 6. Accounts**
- 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*.
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- 7. Confidentiality**
- 7.1 *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.
- 7.2 *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).
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8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this *agreement*, you should write to:
Accounts Receivable
Charter Hall
Level 20, 1 Martin Place
Sydney NSW 2000
or e-mail us at accountsreceivable@charterhall.com.au
- 8.2 We will notify you by:
- (a) sending a notice in the ordinary post to the address; or
 - (b) e-mailing a notice to the e-mail address, you have given us in the *Direct Debit Request*.
- 8.3 Any notice will be deemed to have been received:
- (a) if sent by post, on the third *banking day* after posting; or
 - (b) if sent by e-mail, on the first to occur of:
 - (i) receipt by the sender of an e-mail acknowledgement from the recipient's information system showing that the notice has been delivered;
 - (ii) the time that the notice enters an information system which is under the control of the recipient; and
 - (iii) the time that the notice is first opened or read by the intended addressee.
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