| Customer number: |  |  |  |  |  |  |  |  |
|------------------|--|--|--|--|--|--|--|--|
|------------------|--|--|--|--|--|--|--|--|



## Direct debit

| Customer Account Name:               |                             |                                |
|--------------------------------------|-----------------------------|--------------------------------|
| Contact Address:                     |                             |                                |
| Contact Name:                        | Contact Email/Phone Number: |                                |
| My account to be debited (acceptor): |                             | Initiator's authorisation code |
| Bank Branch Account                  | Suffix                      | Approved<br>0747 02/21         |

## From the acceptor to my bank:

I authorise you to debit my account with the amounts of direct debit instructions received from **Ravensdown Ltd** (the 'Initiator') with the authorisation code specified on this authority and in accordance with this authority until further notice from me.

I agree that this authority is subject to:

- my bank's terms and conditions that relate to my account, and
- the terms and conditions listed below.

| Authorised signature/s: | Date: |
|-------------------------|-------|
|                         | /     |

## Specific conditions relating to notices and disputes:

- 1) I agree that the Initiator must give me at least 10 days' prior notice of each direct debit, including the first direct debit in a series.
- 2) Changes to the amounts or dates of a series of direct debits require 30 days' prior notice to me.
- 3) I can also agree with the Initiator to receive a same day notice for direct debits specifically requested by me.
- 4) All notices must be in writing, but can be delivered electronically, if I have agreed that with the Initiator.
- 5) I can also ask you to reverse a direct debit up to 120 days after the direct debit if:
  - I didn't receive proper notice of the amount and date of the direct debit, or
  - I received notice but the amount or date of the direct debit is different from the amount or date on the notice.
- 6) If you dishonour a direct debit but the Initiator retries it within 5 business days of the original direct debit, I understand that the Initiator doesn't need to notify me again about that direct debit.

Any rebates / refunds from Ravensdown to you will be credited to the bank account details provided herewith unless alternative details are provided in writing to customer.centre@ravensdown.co.nz