

# loan account instructions form

## Your Home Loan Account Details (mandatory)

New instructions       Change to existing instructions

	Surname	First Name	Middle Name
Borrower 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 3	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 4	<input type="text"/>	<input type="text"/>	<input type="text"/>

Apply these instructions to the following loan account(s):

## Section 1 Authority to Operate - Personal Borrowers

**Note: This section is mandatory for all loans that are in a personal name.**

**Any one to operate**

If you select 'Any one to operate' we will accept and act on instructions from any borrower on your loan account. This includes instructions received via online or phone banking, mail or fax. We will also (where applicable) authorise cheques bearing the signature of any one borrower.

**Please Note: Any one to operate is mandatory for all home loans in a single name and Line of Credit Loans.**

**All to operate**

If you select 'All to operate' we will require ALL instructions to be in writing and signed by ALL borrowers. Additionally, access to online or phone banking is unavailable where 'All to operate' is selected.

## Section 2 Authority to Operate - Company and Trust Borrowers

**Note: This section is mandatory for all loans that have company and trust borrowers. All authorised signatories must complete the required information below.**

This section allows you to determine who is authorised to operate your loan account(s) and who is authorised to sign cheques drawn against your loan account(s), where applicable. Only DIRECTORS of the company can be nominated and authorised to operate the loan account in all respects as if they were the account holder, for example: appointing or cancelling an authorised signatory's access. This authority does not extend to signatories amending or revoking this authority or authorising other persons to operate the account. A person appointed as an authorised signatory will have access to the loan account(s) via the cheque facility, however they can not have credit cards issued in their name(s), or have their name(s) printed on the cheque book. Any one of the authorised signatories may operate the account.

Full Name <input type="text"/>
Signature (Please sign within the box) <input type="text"/>
Date (DD/MM/YY) <input type="text"/> / <input type="text"/> / <input type="text"/>

Full Name <input type="text"/>
Signature (Please sign within the box) <input type="text"/>
Date (DD/MM/YY) <input type="text"/> / <input type="text"/> / <input type="text"/>

Full Name <input type="text"/>
Signature (Please sign within the box) <input type="text"/>
Date (DD/MM/YY) <input type="text"/> / <input type="text"/> / <input type="text"/>

Full Name <input type="text"/>
Signature (Please sign within the box) <input type="text"/>
Date (DD/MM/YY) <input type="text"/> / <input type="text"/> / <input type="text"/>

## Section 3 Declaration

**Note: This section is mandatory for ALL loans and must be signed by ALL borrowers.**

By signing this document each of us acknowledges that:

- prior to signing this document all borrowers have received & read a copy of the Terms and Conditions relating to the loan account(s) referred to above.
- subject to the Terms and Conditions of the loan account(s) referred to above, all borrowers will be jointly and severally liable for all transactions on the above account even if those transactions are not authorised by all of us;

If we have authorised you to accept instructions from any one borrower, all borrowers agree to:

- the Lender acting on the instructions provided in accordance with the Terms and Conditions of the loan account(s) referred to above, even if those instructions are given by one of us only;
- each person who signs this document authorising transactions on the loan account(s) and any other account(s) referred to above;
- this authorisation remaining in force unless or until it is revoked by any one or more of us, or you receive other instructions signed by all borrowers.

Borrower's Full Name	Signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

## Section 4 Cheque Book Order

**Note: This section is mandatory if you have applied for a Line of Credit Loan. Cheque books are not available on any other loan type.**

Do you require a cheque book?  Yes  No

## Section 5 Repayment Instructions

This section caters for your loan account(s) that are to be repaid via direct debit. The account listed below will be your Direct Debit Account from which regular loan repayments under your loan agreement are automatically taken. Please list the corresponding Direct Debit Account to the corresponding loan account.

Loan Account Number 1	Loan Account Number 2	Loan Account Number 3
<input type="text"/>	<input type="text"/>	<input type="text"/>
Salary Credit* <input type="checkbox"/> Yes	Salary Credit* <input type="checkbox"/> Yes	Salary Credit* <input type="checkbox"/> Yes
<b>OR</b>	<b>OR</b>	<b>OR</b>
<b>Direct Debit Amount</b>	<b>Direct Debit Amount</b>	<b>Direct Debit Amount</b>
<input type="checkbox"/> Minimum Repayment	<input type="checkbox"/> Minimum Repayment	<input type="checkbox"/> Minimum Repayment
Or Nominated Amount#	Or Nominated Amount#	Or Nominated Amount#
\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
<b>Repayment Frequency^</b>	<b>Repayment Frequency^</b>	<b>Repayment Frequency^</b>
<input type="checkbox"/> Monthly <input type="checkbox"/> Fortnightly	<input type="checkbox"/> Monthly <input type="checkbox"/> Fortnightly	<input type="checkbox"/> Monthly <input type="checkbox"/> Fortnightly
<b>Direct Debit to come from:</b>	<b>Direct Debit to come from:</b>	<b>Direct Debit to come from:</b>
Name of Financial Institution	Name of Financial Institution	Name of Financial Institution
<input type="text"/>	<input type="text"/>	<input type="text"/>
Account Name^^	Account Name^^	Account Name^^
<input type="text"/>	<input type="text"/>	<input type="text"/>
BSB Number	BSB Number	BSB Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Account Number	Account Number	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

\* Tick this option if you would like repayments into your loan account to be made by salary credit. By choosing this option you will need to arrange for your employer to allocate at least the minimum repayment required under your loan agreement. You must ensure the minimum repayment required is credited in advance or by the required repayment date to your loan account. You will need to quote the **BSB Number 923 000** and your **Loan Account Number** to your employer.

# The nominated amount must be greater than the minimum repayment or interest payable on Interest Only loans.

^ Interest Only loans can only be paid monthly, on the first day of each month

^^ Must be in the same name as the loan account.

### Important Notes:

- The Lender will automatically debit any outstanding repayments from your new Direct Debit Account. You will need to advise your Mortgage Manager if you do not wish this to occur.
- If you do not nominate an amount and you have a Line of Credit Loan, you instruct us to debit the monthly interest charge to your Direct Debit Account in accordance with the terms and conditions of your loan account.
- If you are making monthly or fortnightly Principal and Interest repayments or Interest Only repayments on your loan (excluding a Line of Credit) you instruct us to debit the monthly or fortnightly repayment amount as set out above, or in accordance with the terms and conditions of your loan account.

## Section 6 Nominated Account(s)

The most convenient way to operate your redraw facility or make additional payments on your loan account (where applicable) is to transfer funds electronically to or from your nominated account(s). Use this section to establish your nominated account(s) for this purpose. You can nominate up to 3 accounts in addition to the Direct Debit Account, then simply select the required account each time you transfer funds.

Loan Account Number 1

Name of Financial Institution	Account Name*	BSB Number	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Loan Account Number 2

Name of Financial Institution	Account Name*	BSB Number	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Loan Account Number 3

Name of Financial Institution	Account Name*	BSB Number	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

\*Must be in the same name as the loan account.

## Section 7 Authorisation (mandatory)

By signing this Direct Debit Request, you request and authorise ING Bank (Australia) Limited, trading as ING DIRECT (User ID 028241) to debit any of the accounts described above in accordance with your instructions set out in this form and with any other amount you instruct or authorise us to debit in accordance with the terms and conditions of your loan account, through the Bulk Electronic Clearing System (BECS).

Make sure you complete all details for each account. If you do not complete all details, we will not be able to transfer funds to or from the account(s).

I/We understand and acknowledge that this direct debit arrangement is governed by the Terms and Conditions of the Direct Debit Request Service Agreement outlined in this form, and the Terms and Conditions of my loan account.

Account holder and Borrower's Signature	Mobile Number	Work Contact Number	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

### Important Information:

In addition to all borrowers, the Loan Account Instructions form must be signed by all account holders listed on your nominated account. Should all signatures not be provided we will not be able to action your request.

# Direct Debit Request Service Agreement

This Direct Debit Request (DDR) Service Agreement is issued by ING DIRECT.  
Please direct all enquiries about your direct debit to your Mortgage Manager.

## 1. OUR COMMITMENT TO YOU

- ING DIRECT will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements shown in your DDR.
- ING DIRECT will keep information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution.
- Where the due date for a drawing is not a business day, ING DIRECT will draw from your nominated financial institution account by the following business day. If you are uncertain as to when a drawing will be processed by your nominated financial institution you should initially contact that financial institution.

## 2. YOUR COMMITMENT TO US

- Ensure that your nominated account can accept direct debits. If in doubt, refer to your financial institution.
- Ensure that there are sufficient clear funds available in your nominated account to meet each drawing on the due date. If there are insufficient funds in your nominated financial institution account to enable a drawing to be made, any amount debited to your account in anticipation of that drawing being made will be reversed. A fee may apply to drawings which are dishonoured, in accordance with the Terms and Conditions of your ING DIRECT account.
- Advise the Mortgage Manager if your nominated account is transferred or closed, or the account details change.
- Arrange a suitable alternative payment method if the drawing arrangements are cancelled.
- Ensure that all account holders on the nominated financial institution account sign the DDR.
- Ensure that the authority given to us to draw on your nominated financial institution account is consistent with the account authority or signing instructions held by your financial institution for that account.
- Check your nominated financial institution account details against a recent statement from the financial institution where it is held. (Please check with your financial institution if you are uncertain).

## 3. YOUR RIGHTS

- Subject to the terms and conditions of your loan account(s), you may alter the drawing arrangements. Such advice should be received by your Mortgage Manager at least 5 working days before the draw date. We will, however, process the changes earlier, if possible.

You may alter the drawing arrangements:

- to stop an individual drawing
- to defer an individual drawing
- to suspend future drawings
- to alter the drawing arrangements in any other way
- to cancel the drawings completely.

- Where you consider that a drawing has been initiated incorrectly, you should contact your Mortgage Manager.

We will investigate your concerns and endeavour to respond to you within 21 days. If we conclude a debit has been made in error, we will arrange for your financial institution to adjust your nominated account accordingly. If we conclude that a debit has not been made in error, you will be informed of this conclusion and the reasons for it.

## 4. OTHER INFORMATION

- The details of your drawing arrangements are in the Repayment Instructions (in section 5 of this Direct Debit Request Service Agreement).
- ING DIRECT reserves the right to ask that instructions from a customer to stop or in any way alter drawing arrangements are provided in a written, verbal or electronic form.
- ING DIRECT reserves the right to cancel drawing arrangements if three consecutive drawings are dishonoured by your nominated financial institution, and to arrange an alternative payment method with you.
- Your drawing arrangements are governed by the Terms and Conditions of your ING DIRECT account.

**Note: you may wish to take a copy of this agreement for your own records.**