

SCRIPTING FOR ACCEPTANCE OF DIRECT DEBIT REQUESTS (DDRS) OVER THE PHONE

RECORD

SECTION A

By agreeing to this direct debit facility, you are verbally authorising <Company Name>, Direct debit number <XXXXXX>, to debit your nominated account in the name/s of <name of account holder(s)>, <bank name>, <BSB> <account number> through the Bulk Electronic Clearing System.

If this is a joint account please confirm that you can sign singly
< client to say yes or no >

If Yes – continue with Section B below

If NO advise the client that the other account owner/s must also agree to this arrangement via phone if they are available now (**Full Script must be completed with both account holders**), or we can e-mail or post a Direct Debit request form where there is provision for two account signatories to sign.

SECTION B

Today, < say actual date here >, you have agreed to pay <amount>, <frequency> which will be debited on or around the <debit date> of each month, or the business day before if it falls on a weekend or public holiday. It is your responsibility to have sufficient funds available in your account on or around the <debit date> of each month to allow for the payment to be debited.

You understand that we will debit your account in accordance with the payment arrangement between you and <Company Name> and that both parties will be bound by the terms and conditions of the Direct Debit Request and Direct Debit Service Agreement which we will email to you within 7 working days.

You further agree that this authorisation will remain in force in accordance with the terms and conditions described in the Direct Debit Service Agreement.

Q. Are you happy to proceed with payment(s) to be debited from your account?

A. Yes/No. If yes, confirm once actioned and quote a receipt/reference number].

END RECORDING