



Highlands Property Pay Plan – Direct Debit Request

To: Highlands Property

I/We request that all rent and other money due to you in terms of my/our lease dated ___/___/___, be drawn under the Direct Debit System from my/our account conducted with:

My/Our account details are:

BSB: _____ Account No: _____

Account Name: _____

I/We acknowledge that this Direct Debit arrangement is governed by the terms of the Client Service Agreement on the reverse hereof and received from:

Highlands Property

Debit User ID number: 358041

Signature: _____

Signature: _____

Date: ___/___/___

Amount: _____ Commencing: _____ Frequency: _____

Rental property address: _____

Highlands Property Rental Pay Plan - Client Service Agreement

Our commitment to you,

Drawing arrangements:

- We will advise you, in writing, the details of the Highlands Property Rental Pay Plan's regular drawings for rent [amount; frequency; commencement date] at least 14 calendar days prior to the first drawing for rent.
- We will draw the amount of any tenant invoice rendered to you 21 days from the date of that invoice.
- Where a due date falls on a non business day, we will draw the amount on the next business day.
- We will not change the amount or frequency of regular drawings for rent without your prior approval.
- We reserve the right to cancel the Highlands Property Rental Pay Plan regular drawing arrangements with you if three or more drawings are returned unpaid to us by the ANZ Bank, and to arrange with you an alternate payment method. We will render a tenant invoice to you for all Bank charges and fees associated with any such returned drawings.
- We will keep all information pertaining to your nominated account at your Financial Institution, private and confidential.

Your rights:

- You may terminate the Highlands Property Rental Pay Plan regular drawings for rent at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the effective date.
- You may stop payment of a drawing under the Highlands Property Rental Pay Plan by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the effective date.
- You may request change to the drawing amount and/or frequency of Highlands Property Rental Pay Plan's regular drawings for rent by contacting us and advising your requirements no less than 14 business days prior to the due date.
- Where you consider that a drawing has been initiated incorrectly [outside the Highlands Property Rental Pay Plan arrangements] you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution.

Your commitment to us,

Your responsibilities:

- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
- It is your responsibility to advise us if the account nominated by you to receive the Highlands Property Rental Pay Plan drawings is transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method if wish to cancel the Highlands Property Rental Pay Plan drawing arrangements.