

HIGHLANDS PROPERTY PAY PLAN

Direct debit request

I/We request that all rent and other money due to Highlands Property in terms of the property at

STREET ADDRESS

Lease dated

DATE / /

Be drawn under the Direct Debit System from my/our account held at

My/Our account details are

BSB

ACCOUNT NO

ACCOUNT

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

SIGNATURE

PRINT NAME

Highlands Property
Debit User ID number 358041

SIGNATURE

PRINT NAME

DATE / /

Please allow **5 working days** for this Direct Debit request to be processed

OFFICE USE ONLY

Direct debit amount and frequency

AMOUNT

FREQUENCY

Commencing

DATE / /

Property Manager approval and acknowledgment

SIGNATURE

PRINT NAME

EXPERIENCE. The difference.

HIGHLANDS
PROPERTY

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 fourteen (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 the 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 fourteen (14) business days prior to the effective date.
- You may stop a payment of 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 at least fourteen (14) days prior to the effective date.
- You may request a 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 fourteen (14) days prior to the due date.
- Where you consider that a drawing has been initiated incorrectly (outside the Highlands Property Rental Pay Plan agreements) 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.

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