

## DIRECT DEBIT REQUEST

Request and authority to debit the account named below to pay Toyota Finance Australia Limited ABN 48 002 435 181

### REQUEST AND AUTHORITY TO DEBIT

Surname or company name	Account number
<input type="text"/>	<input type="text"/>

Given name(s) or ABN/ARBN ("you")

Of (specify address)

Postcode

Request and authorise Toyota Finance Australia Limited (User ID No. 9090) to arrange for any amount Toyota Finance Australia Limited may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement.

### DIRECT DEBIT DETAILS

Direct debit frequency	Commencement date	Payment amount	NOTE: The frequency and amount must not be less than a full monthly payment.
Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	\$ <input type="text"/>	

### DETAILS OF ACCOUNT TO BE DEBITED

Financial institution name	Branch name
<input type="text"/>	<input type="text"/>

Branch address

Name(s) which appear on your financial institution account

BSB number	Account number
<input type="text"/>	<input type="text"/>

### ACKNOWLEDGEMENT AND SIGNATURE

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Toyota Finance Australia Limited as set out in this Request and in your Direct Debit Request Service Agreement.

#### Signature(s) of account holder(s):

Signature 1	Date
<input type="text"/>	<input type="text"/>

Signature 2	Date
<input type="text"/>	<input type="text"/>

If signing on behalf of a company, print full name and capacity for signing e.g. Director

Full name	<input type="text"/>
Capacity	<input type="text"/>
Phone no.	<input type="text"/>

If signing on behalf of a company, print full name and capacity for signing e.g. Director

Full name	<input type="text"/>
Capacity	<input type="text"/>
Phone no.	<input type="text"/>

Please return the completed form to: Lexus Financial Services Customer Solutions Centre, PO Box 1354, Macquarie Centre NSW 2113

# DIRECT DEBIT REQUEST SERVICE AGREEMENT

## Definitions

“**account**” means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

“**agreement**” means this Direct Debit Request Service Agreement between you and us.

“**business day**” means a day other than a Saturday or a Sunday or a public holiday.

“**debit day**” means the day that payment by you to us is due.

“**debit payment**” means a particular transaction where a debit is made.

“**direct debit request**” means the Direct Debit Request between us and you.

“**us**” or “**we**” means Toyota Finance Australia Limited ABN 48 002 435 181 you have authorised by signing a direct debit request.

“**you**” means the customer who signed the direct debit request.

“**your financial institution**” is the financial institution where you hold the account that you have authorised us to arrange to debit.

## 1. Debiting your account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3 If a direct debit is due to fall on a day that is not a business day, we may debit your account on the next business day.
- 1.4 If you are uncertain as to when a debit will be processed to your account, you should contact your financial institution.

## 2. Changes by us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days' written notice.

## 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on the Customer Service Number for your State.
- 3.2 If you wish to stop or defer a direct debit payment you must
  - (a) notify us in writing at least one month before the next debit day, or
  - (b) make arrangements with your financial institution and inform us of the change in writing at least 14 days before the next debit day.
- 3.3 You may also cancel your authority for us to debit your account at any time by:
  - (a) giving us one month's notice in writing before your next debit day, or
  - (b) making arrangements with your financial institution and inform us of the change in writing at least 14 days before the next debit day.

## 4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment or a dishonour occurs:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or charges imposed or incurred by us; and
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 If any two consecutive dishonours occur, your direct debit request will be suspended and you must contact us to rectify the suspension in accordance with clause 4.2(c).
- 4.4 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.5 If we are liable to pay goods and services tax (“GST”) on a supply made in connection with this agreement, then you agree to pay us on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on the Customer Service Number for your State and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## 6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

## 7. Confidentiality

- 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
  - (a) to the extent specifically required by law; or
  - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

## 8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to the address listed for your State.
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received two business days after it is posted.