

For instalment or scheduled direct debits, the initiator is required to give a written notice of the amount and date of each direct debit in a series of direct debits no less than 10 calendar days before the date of the first direct debit in the series. The notice is to include the dates of the debits, and the amount of each direct debit. If the initiator proposes to change an amount or date of a direct debit specified in the notice, the initiator is required to give you notice no less than 30 calendar days before the change.

If the bank dishonours a direct debit but the initiator sends the direct debit again once within 5 business days of the dishonour, the initiator is not required to give you a second notice of the amount and date of the direct debit.

No less than 10 calendar days' notice (invoice)

Used when direct debits are regular in frequency and variable in amount e.g. utility bills. Notice should be in the form of a statement or invoice and contain words that clearly communicate:

- The following meaning (exact words may differ): *"The amount of \$0.00 will be debited from your account on [date]. If you want to query, amend or stop the direct debit you must tell us no less than 2 business days before the date of the direct debit"*
- The steps your customer takes if they dispute the direct debit

Notice must be sent so it reaches your customer no less than 10 calendar days, and no more than 2 calendar months, before the date of the debit.

Notice must be in writing and sent by an agreed method e.g. email, mail or SMS.

No less than 2 business days' notice (invoice)

Used for weekly/fortnightly debits that are regular in frequency and variable in amount, which are generally business-to-business payments. Notice is by statement/invoice and needs to contain words that clearly communicate:

- The following meaning: *"The amount of \$0.00 will be debited from your account on [date]"* and
- The steps your customer takes if they dispute the direct debit.

Notice must be sent no more than 2 calendar months before the date of the debit, in writing and sent by an agreed method e.g. email, mail or SMS.

Note: Monthly payments require no less than 10 calendar days' notice (above).

Notice no less than date of the debit (invoice)

Used for payments initiated/requested by your customer. You must notify your customer of the date and amount of each direct debit no later than the day of the debit.

Notice must be sent no more than 2 calendar months before the date of the debit, in writing, and by an agreed method e.g. email, email or SMS.

Single notice of a series of direct debits (no invoice required)

Used when a contractual arrangement exists between you and your customer. You must notify your customer with a notice or 'schedule' of instalment-type payments that includes:

- The date of the first debit (no less than 10 calendar days) and
- The amount of and date of each direct debit payment.

The interval between each direct debit payment must be regular and no more than 12 months. If you propose to change an amount/date of a direct debit specified in the notice you must give **30 calendar days'** notice before the change.

Dishonour retry clause

If your customer's bank dishonours a direct debit with "INSUFFICIENT FUNDS" or "REFER TO DEBTOR" you may send a direct debit for the same amount within 5 business days of the original transaction without giving notice.