FIXED INTEREST RATE LOCK REQUEST

AUSWIDE BANK

Account Details

Applicant Name/s:

Loan Account Number/s: *(if known)*

Fixed Term: ☐ 1 Year ☐ 2 Years ☐ 3 Years ☐ 4 Years ☐ 5 Years

Fixed Interest Rate: %

Proposed Loan Amount: $ Rate Lock Fee: $

($250.00 or 0.15%of the Proposed Loan Amount, whichever is the greater)

Payment:

☐ **I/we have fully completed and signed the Fixed Interest Rate Lock Request and the attached Rate Lock Fee Direct Debit Request** *or*

☐ **I/we have fully completed and signed the Fixed Interest Rate Lock Request and request that Auswide Bank debit the Rate Lock Fee from my loan proceeds on settlement.**

Declaration

By signing below, I/we understand and agree to the following:

- I/we are requesting a Fixed Interest Rate Lock ('Rate Lock') for the fixed loan detailed above.
- Acceptance of my/our Fixed Interest Rate Lock Request by Auswide Bank ('the Bank') does not constitute approval of my/our loan application or an offer to provide credit.
- The Bank reserves the right not to accept my/our Rate Lock Request.
- A Rate Lock fee, as quoted above, will be payable to the Bank for each loan application where a Rate Lock is requested by me/us. If I/we elect above to pay the Rate Lock fee by direct debit, and the direct debit account details are not provided in the Direct Debit Request Form attached or the direct debit payment is dishonoured, I/we understand the Rate Lock will not be effective.
- My/our Rate Lock Request will only be processed after the Bank has received a fully completed and signed Fixed Interest Rate Lock Request form ('the Processing Date').
- The Rate Lock fee is not refundable once my/our Rate Lock Request has been processed (i.e. after the Processing Date) by the Bank, even if my/our loan application is subsequently declined, withdrawn, the loan has not settled before the Rate Lock expires, or the equivalent fixed rate applied on the day of settlement is lower.
- If the Bank accepts my/our Rate Lock Request, the interest rate nominated above will be locked in for 90 days from the Processing Date ('the Rate Lock Period').
- At settlement, the fixed interest rate that will apply to my/our loan will be the lower of the locked interest rate nominated above OR the equivalent fixed rate which may be on offer by the Bank on the loan settlement date. Any 'special' fixed rate offer which may be advertised by the Bank will not apply.
- If loan settlement does not occur within the Rate Lock Period, the Rate Lock will not apply and the fixed rate that will apply to my/our loan will be the equivalent fixed rate which may be on offer by the Bank on the loan settlement date. Any 'special' fixed rate offer which may be advertised by the Bank will not apply.
- I/we acknowledge and consent I/we have read and understand how the Bank collects, uses, discloses and stores our personal information in accordance with the Auswide Bank Privacy Policy.

Signature/s of borrower/s: **Date:**

1st Borrower **2nd Borrower**

3rd Borrower **4th Borrower**

OFFICE USE ONLY

Processing Date: Expiry Date: Fee Received:

Auswide Bank Ltd
ABN 40 087 652 060
Australian Financial Services &
Australian Credit Licence 239686

P 1300 138 831
F (07) 4152 3499
E auswide@auswidebank.com.au

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RATE LOCK FEE DIRECT DEBIT REQUEST

AUSWIDE BANK

Auswide Bank Account or Account at another Financial Institution to be debited

Financial Institution name:

Financial Institution branch location:

Financial Institution branch telephone no.:

BSB number: ☐☐☐ - ☐☐☐ **Account number:**

Account name:

Note: Must be in the same name and/or signatory/s of Account to be credited at Auswide Bank Ltd

Lodgement reference detail/purpose:

I/We request and authorise Auswide Bank User No. 045551 until further notice from me/us in writing, to debit the account referred to above and to credit the proceeds to my/our Auswide Bank Loan Account. This debit will be made through the Bulk Electronic Clearing System (BECS) from your account held at the above financial institution. I/We acknowledge and agree to the Auswide Bank Direct Debit Request Service Agreement below and understand that the direct debit arrangement is governed by its terms and conditions.

Accountholder Signature:

Note: Direct Debit is not available on the full range of accounts. If in doubt, please refer to your financial institution.

Accountholder Address:

Auswide Bank Ltd Direct Debit Request Service Agreement

This Direct Debit Request ('DDR') Service Agreement is issued by Auswide Bank Ltd to explain what your rights and responsibilities are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Our Commitment to You

- Auswide Bank will arrange for funds to be debited from your account at another Fnancial Institution as nominated. Payments will be initiated when due and no individual advice of payments made will be issued by Auswide Bank.
- This DDR will remain in force for the period specified in the authority or until:
  - Auswide Bank receives cancellation advice in writing or by some other means acceptable to Auswide Bank from you.
  - Auswide Bank receives notice of your death, bankruptcy or any form of insolvency administration affecting you.
  - The Financial Institution where the account to be debited is held advises no further debits will be accepted.
  - Auswide Bank will give you at least 14 days written notice if we intend to change or discontinue your direct debit arrangements unless the changes are made at your request.
- If a payment falls due on any day which is not a business day, the payment will be made on the next business day.
- If a payment is returned unpaid by the debiting Financial Institution, the amount of the transaction will be debited from your Auswide Bank account plus any fees applicable. Should funds be paid by the debiting Financial Institution, such funds will remain unavailable until such time as Auswide Bank can ascertain the payment will not be rejected.
- Details of fees, charges and dishonour fees that apply to direct debit payments are available in your account terms and conditions.
- We will keep information pertaining to your nominated account at the Financial Institution private and confidential, unless this information is required by Auswide Bank to investigate a claim made on Auswide Bank relating to an alleged incorrect or wrongful debit, or as otherwise required by law.

Your Commitment to Us

It is your responsibility to:

- Ensure that your nominated account can accept direct debits (this may not be available on all accounts - please check with your Financial Institution). You understand that Auswide Bank may confirm your bank account details with the debiting Financial Institution.
- Complete your nominated account details from a recent account statement or passbook from your Financial Institution.
- Ensure that there are sufficient cleared funds available in the nominated account, on the due date, to cover the direct debit. If there are insufficient cleared funds in your account to meet a debit payment: you may be charged a fee and/or interest by your Financial Institution; you may also incur fees or charges imposed or incurred by us; and you must arrange for the debit payment to be made by another method.
- 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 held.
- Advise Auswide Bank as soon as possible if the nominated account is transferred or closed, or your account details change.
- Arrange an alternate payment method if the direct debit arrangements are cancelled either by yourselves or the nominated Financial Institution.
- Check your account statements or passbooks to verify that the amounts debited from your account are correct.

Your Rights

- If you believe that there has been an error in debiting your account, you should notify Auswide Bank immediately and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can lodge a Direct Debit Claim form through your nominated Financial Institution.
- If Auswide Bank concludes as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your nominated Financial Institution to adjust your account (including interest and charges) accordingly.
- If Auswide Bank concludes 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 evidence of this finding in writing.
- Details of Auswide Bank's Dispute Resolution Process is available on request or alternatively by referring to Auswide Bank's 'Guide to Banking Services'.

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