Once Credit Pty Ltd
ABN 99 112 319 632
Level 14, 255 Pitt Street,
NSW 2000, Australia

DIRECT DEBIT SERVICE AGREEMENT

This is the Direct Debit Service Agreement relating to your direct debit request (**Direct Debit Request**) made between Once Credit Pty Limited ABN 99 112 319 632 (**humm**) (User ID 658181) (**we**, **us** or **our**) and you. It sets out your rights, our commitment to you and your responsibilities to us, together with where you should go for assistance.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with your Direct Debit Request.

Definitions

In this agreement:

a) 'Business Day' means a day other than a Saturday, Sunday or a public holiday listed throughout Australia;

b) 'financial institution' means the financial institution specified in the [**humm loan** app];

c) 'nominated account' means the bank account, debit card or credit card specified in the [**humm loan** app]; and

d) 'Payment Instructions' means the payment instructions set out in the relevant Loan Schedule to which the Direct Debit Request relates.

Debiting your account

By submitting the Direct Debit Request, you have authorised us to arrange for funds to be debited from your nominated account at the financial institution shown in the [**humm loan** app] for:

a) the amount specified in the Payment Instructions or as varied; and

b) any other amounts owing but unpaid under the credit contract to which the Direct Debit Request relates.

We will only arrange for funds to be debited from your nominated account as authorised in the Direct Debit Request.

If the date on which a payment by you to us is due falls on a day that is not a Business Day, we will still process the payment on that day, but it may be debited from your nominated account by the relevant financial institution within 1-3 Business Days. If you're unsure of the date a payment will be debited, please enquire directly with the relevant financial institution.

We will only arrange for funds to be debited from your nominated account as authorised in the Direct Debit Request.

Changes to the arrangement

We may vary this agreement at any time by giving you at least 30 days' notice by written notice sent to the preferred email you have given us in the [**humm loan** app].

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How to cancel or change direct debits

If you would like to make changes to, suspend or cancel the Direct Debit Request or stop any individual debit payment, you may do this through the humm loan app or website. Changes you may request include:

- deferring the debit;
- altering the timing of debits;
- stopping an individual debit;
- suspending the DDR;
- requesting an ad hoc debit; or
- cancelling the Direct Debit Request completely.

If you would like us to assist you with making such changes, you may use the details at the end of this service agreement. You should contact us at least three (3) business days before you would like the change to take effect. We may not be able to make the requested change(s) before the next direct debit. All communications addressed to us should include your name and customer ID.

All requests for stops or cancellations may be directed to us or to the financial institution named in the [**humm loan** app].

Privacy and confidentiality

All information held by us about you will be kept confidential except information we provide to our financial institution to initiate the debit from the nominated account, to the extent specifically required by law or for the purposes of this agreement (including disclosing information in connection with any query or claim).

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.

Our financial institution may also require your information in connection with a claim made on it relating to an alleged wrongful debit.

Please refer to our Privacy Policy for further information regarding how we will protect your privacy and for what purposes we will use your information.

Disputes

- If you believe that a debit has been initiated or processed incorrectly, please contact us using the details at end of this service agreement, or contact the financial institution named in the [**humm loan** app].

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- If we conclude as a result of our investigations that your nominated account has been incorrectly debited, we will respond to your query by arranging within a reasonable period 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.
- If we conclude as a result of our investigations that your nominated account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding in writing.

Your obligations

It is your responsibility to ensure that:

- you have provided correct and complete details on the [**humm loan** app] or website (account details for your nominated account should be checked against a recent statement from your financial institution. If you are in any doubt, please contact your financial institution);
- your nominated account can accept direct debits (you should check this with your financial institution before you provide account details on the [**humm loan** app]);
- on the debit date there are sufficient cleared funds or available credit in the nominated account; and
- you advise us if the nominated account is closed.

You should check your account statements to verify that the amounts debited from your nominated account are correct.

Dishonoured or returned debits

If your debit is returned or dishonoured by your financial institution, your account will be subject to a late fee. The details of this fee are detailed in the Loan Schedule to the credit contract to which the Direct Debit Request relates. Your financial institution may also charge you a fee and/or interest.

If your debit is returned or dishonoured, or your nominated account is closed, you should arrange for the debit payment to be made by another method (in accordance with the relevant credit contract) or arrange for sufficient funds to be in your nominated account as soon as practicable after the return or dishonour.

Authority

The Direct Debit Request must be submitted in accordance with the signing or any other authority for the nominated account. If the nominated account is a joint account and you are solely submitting the Direct Debit Request, you must ensure you have the authority to separately operate the nominated account in accordance with the Direct Debit Request and the consent of any other joint account holder is not required.

Notices

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Any notice given under this agreement will be deemed to have been received on the next Business Day after the day the notice is sent.

EMAIL customer@hummloan.com // VISIT www.hummloan.com // POST Locked Bag 5005, Royal Exchange Sydney NSW 1225 // TEL 1300 135 504

humm Fixed Rate Personal Loan provided by Once Credit Pty Limited ABN 99 112 319 632 Australian Credit Licence number 386194.