

Australian Services Union Direct Debit Request Service Agreement

1. The ASU will instruct financial institutions to debit members' accounts on Thursday fortnightly.
2. The ASU will give at least 14 days notice of any permanent changes to the cycles or amount of direct debit.
3. A request to stop or alter direct debit arrangements must be made in writing to the ASU and signed by the member.
4. Where a dispute arises between a member and the ASU about payment of direct debits, the member shall first put in writing to the Branch Secretary of the ASU the matter(s) in dispute. The Branch Secretary will investigate the matter(s) alleged to be in dispute and will report back to the member concerned as soon as possible.
5. Members are advised that direct debits may not be available on all accounts. Please check with your financial institution if direct debit is available from your nominated account. When completing the form please check account details against a recent statement from your financial institution.
6. If the scheduled day for a direct debit run falls on a non business day, the direct debit will be made on the next business day. If a member is unsure when the direct debit will be made, they should contact their financial institution directly.
7. Members are advised that it is the responsibility of the member to have sufficient funds in their nominated account by the due date to permit the payment of debit items as per this agreement.
8. If a direct debit is returned unpaid, the member will be charged with the costs incurred by the ASU including costs levied against the ASU by the financial institution and any costs incurred in recovering the unpaid amount(s).
9. The ASU will not release any information provided to any person or institution other than the member who signs the form and the financial institution cited in the form. Members are advised that financial institutions may request from the ASU information about this form and direct debits made against the member's account in relation to a claim on the financial institution in the event of an incorrect or wrongful debit.