

Suncorp Bank Term Deposit Direct Debit Request Service Agreement

- If you have any queries concerning this agreement, please contact Suncorp Bank on 13 11 55. Suncorp Bank (User ID 10842) is the debit user for the purpose of this Direct Debit Agreement.
 - You confirm the information contained in the Term Deposit Direct Debit Request provided during the opening of your Term Deposit via Internet Banking or Digitally online at www.suncorp.com.au or the Suncorp Bank App is true and correct.
 - You authorise and request Suncorp Bank to debit my External (Direct Debit) Account via the Bulk Electronic Clearing System on a one-off occasion to fund your Term Deposit account in accordance with the terms set out in this Agreement.
 - The debit from your External (Direct Debit) Account will be made on the day your Term Deposit is opened or on the next available business day.
 - If you believe that there has been an error in debiting your External (Direct Debit) Account or if you wish to stop or cancel the Term Deposit Direct Debit Request, you should notify us promptly by phoning 13 11 55 so that we can resolve your query as soon as possible. Alternatively, you can contact your other financial institution directly.
 - If we conclude, as a result of our investigations, that your External (Direct Debit) Account has been incorrectly debited we will close your Term Deposit Account and return the funds to your External (Direct Debit) Account.
 - If we conclude, as a result of our investigations, that your External (Direct Debit) Account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
 - It is your responsibility to ensure there are sufficient clear funds available in your External (Direct Debit) Account to allow the debit payment to be made in accordance with the Direct Debit Request.
 - If your Direct Debit Request is dishonoured or returned unpaid by your other financial institution for any reason (for example, there is not enough money in your External (Direct Debit) Account) your Term Deposit will be promptly closed and we will send you a statement.
- You should also check the terms and conditions of the External (Direct Debit) Account to see whether dishonour fees apply.
- It is your responsibility to ensure that the authority given to us to debit the External (Direct Debit) Account is consistent with the account authority or signing instructions held by your other financial institution for your External (Direct Debit) Account.
 - As Principal and Interest payments are made to the External (Direct Debit) Account used to fund your Term Deposit, your nominated External (Direct Debit) Account must be kept open whilst your Term Deposit remains open. You must promptly notify us if your account is transferred, closed or any account details change.
 - If your nominated External (Direct Debit) Account is closed or unable to receive payments, you will need to submit a request to change the account. A request to change from your External (Direct Debit) Account must be approved by us, acting reasonably. We may ask you to provide documentation to support your request, including but not limited to statements, proof of identification and other supporting documents.
 - You authorise the other financial institution where your External (Direct Debit) Account is held to confirm the BSB, account number and account name to us if required.
 - We will not disclose any details of your Term Deposit Direct Debit Request to any person or corporation unless required to do so by law or unless the information is required in relation to a disputed transaction.
 - Terms within this agreement have the same meaning as defined in the Terms and Conditions for Suncorp Accounts and for Continuing Credit Accounts and Fixed Term Deposit Product Information Document.

How to contact us



Call
13 11 55



Online
suncorp.com.au



Local
Branch