Direct Debit Stop/Cancellation Request

To: Suncorp
To stop/cancel a Direct Debit or to delete an existing stop, this form must be completed in full, and then returned in person with suitable identification to your local Suncorp Branch.

Customer Details

Customer Name

Customer Address

	State	Postcode

Telephone Number ( )

Your Account Name

BSB Number **4 8 4 – 7 9 9**   Your 9-digit Suncorp Account Number

Request Type

☐ **Add a Stop**

A stop will be placed and the Direct Debit will be automatically rejected by the system for this Debit User. This stop can be removed at a later date if required, allowing the Direct Debit to continue.
Note: if the Debit User migrates the Direct Debit to become a PayTo Agreement, this stop will not apply to the PayTo Agreement and payments will resume. To pause a PayTo Agreement go to the Suncorp Bank App or call us on 13 11 55.

☐ **Delete Existing Stop**

An existing stop will be removed. The Direct Debit for this Debit User will be reinstated without any notification required to the Debit User.

☐ **Cancel Direct Debit**

A stop will be placed and the Direct Debits will be automatically rejected by the system for this Debit User. If after cancelling a Direct Debit you wish to re-commence payments to this Debit User, submit a "Delete Existing Stop" request and then contact the Debit User (eg Optus) directly to re-establish the Direct Debit.

Debit User Details

Company Name (eg Optus)

(You must input the name as it appears on your statement.)

Date of last debit   D D / M M / Y Y Y Y

Please provide the **6 digit Debit User ID Number/s** and the full Company Name taken from your copy of the Direct Debit Agreement:
— if you have not yet been debited by this Company; or
— if you are Adding a Stop and this Company has specified multiple Debit User IDs in your Direct Debit Agreement/s (specify all Debit User IDs above).
If you are unable to locate the 6 digit Debit User ID on your Direct Debit Agreement, contact the Debit User (e.g. Optus) directly to obtain this number.

Customer Notice and Declaration

While we agree to stop/cancel this Direct Debit, if the amount is due to be debited from your account within the next 2 working days this transaction may not be stopped. Any Direct Debit stop/cancellation request received after 3 pm will not be processed until the next business day. **If you have more than one Direct Debit with this company this request may stop ALL Direct Debits by this company, unless they have provided you with multiple Debit User IDs in your Direct Debit Agreement and you have not listed all of them above. If you do not provide us with all the Debit User IDs then some payments may not be stopped.**

Any authorised signatory to an account can stop/cancel a Direct Debit. You agree to indemnify Suncorp against any and all claims made against us for payment of the Direct Debit amount that you have stop/cancelled except to the extent any loss is caused by Suncorp or its officers, agents, employees or contractors. You understand that Suncorp will not be held responsible if the Direct Debit is paid before we were notified and you agree to notify us if you wish to cancel this Direct Debit stop request.

No fee will be charged to the account when a Direct Debit Stop/Cancel is applied. The direct debit stop/cancellation will appear as a $0 transaction on your statement.

Customer Signature   Date   D D / M M / Y Y Y Y

Customer Name

The stop/cancellation request only needs to be authorised by one customer with signing authority on the account. This applies even if the Number to Sign to Operate is two or more.

Suitable Identification (A current Drivers Licence or Learners Permit; Australian or International Passport; Proof of Age card) must be provided.

INTERNAL USE ONLY

Branch/Agency Name

Processed and Verfied by:

Name

Signature

Date   D D / M M / Y Y Y Y   User ID

Identification Sighted   ☐ Yes   Identification Type

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