

## Setting up and cancelling payments from your Hume account

### 1. Direct Debits

A Direct Debit is an arrangement that you can establish with a third party merchant or organisation to debit payments from your Hume transaction or savings account by providing them with your account details. Hume will process the Direct Debit after we receive the authorisation from the merchant or organisation.

#### Cancelling a Direct Debit

To cancel a Direct Debit payment, complete a Direct Debit Cancellation form and return it to Hume – this form can be downloaded below or can be obtained from any branch. Hume will stop a direct debit from your transaction or savings account promptly after receipt of this cancellation request, however please allow 3 business day before the next payment for processing - payments due within 3 business days of Hume receiving this cancellation request may not be able to be processed in time for the payment to be stopped.

We recommend that you also contact the organisation or merchant to advise of the cancellation, to ensure that there are no fees that may be charged by the merchant or organisation for a rejected direct debit request.

### 2. Periodical Payments

Periodical Payments are payments that are set up by completing a Periodical Payment Authority form and returning it to Hume, or by using the Future Payments facility via Hume internet banking (iBank). Hume will process the periodical payment after we receive the completed Authority form, or from the first payment date if the Periodical Payment was established via iBank.

#### Cancelling a Periodical Payment

Periodical Payments can be altered or cancelled by completing a Periodical Payment alteration / cancellation form and returning it to Hume, or by using the Future Payments facility via your Hume internet banking (iBank).

### 3. Regular Payments

A Regular Payment arrangement is an arrangement that you can establish with a third party merchant or organisation to debit payments from your account, by providing them with your Visa debit or credit card number. Hume will process the Regular Payments after we receive the authorisation from the merchant or organisation.

## **Cancelling a Regular Payment**

A Regular Payment arrangement can be changed or altered by contacting the merchant or organisation. If the merchant or organisation does not act on your request to alter or cancel a Regular Payment, you may be able to reclaim incorrect payments debited from your account via the Visa chargeback process. Contact Hume for more information on the Visa chargeback process.

## **Comparison**

	<b>Direct Debit</b>	<b>Periodical Payment</b>	<b>Regular Payment</b>
Who to contact to set up a new payment	Merchant or organisation	Hume Bank	Merchant or organisation
Who to contact to cancel a payment	Hume Bank, or merchant / organisation	Hume Bank	Merchant or organisation
What information do I give?	Your Hume account details	Your Hume account details and details of where to make the payment to	Your Visa card details

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