



LEVEL 28, 360 ELIZABETH ST MELBOURNE VIC 3000  
GPO BOX 1345 MELBOURNE VIC 3001  
mebank.com.au • 13 15 63

Hello,

## **your request to switch your regular payments to ME.**

Congratulations on your decision to switch to **ME**. We can assist you by obtaining a list of your regular direct debits<sup>1</sup> and direct credits<sup>2</sup> from your old financial institution. Your salary credit should be included on the list. If your salary credit isn't included on the list you can switch it to your **ME** account separately by providing your new account details to your employer. Once your old financial institution has provided the list, we'll ask you to review it and we'll then help you establish new regular payment arrangements to debit and credit your **ME** account. You will need to leave enough money in both your old account and your new **ME** account to cover your direct debits until the switching process is complete.

## **the process.**

### **Step 1.**

Complete, sign and return the Switch of Regular Payments Arrangements form in the pre-paid envelope provided or by fax to (03) 9708 4635. This will give **ME** the authority to request a list of your direct debits and direct credits for the last 13 months from your old financial institution.

### **Step 2.**

When we've received the list from your old financial institution, we'll send it to you. You'll need to verify that the list is correct and return it to **ME** along with a signed Notice of Variation of Account Details form.

### **Step 3.**

**ME** will arrange for the direct debits and direct credits that you have nominated to be switched to your **ME** account.

## **transactions that ME can't switch for you.**

Although the following types of transactions may be included in the list of regular payments from your old financial institution, we can't help you switch:

- Regular BPAY transactions;
- Internet 'Pay Anyone' transactions; and
- Regular payments to and from debit and credit cards (usually VISA or MasterCard).

## **what you can do to switch these transactions yourself.**

To identify regular BPAY transactions, internet 'Pay Anyone' transactions and regular payments to and from debit and credit cards, look at the statement of your account provided by your old financial institution. You can switch regular BPAY transactions and internet 'Pay Anyone' transactions to **ME** yourself by cancelling them with your old financial institution and then setting them up again using our internet banking service. You will need the following information, which will usually appear on the statement:

1. A direct debit is when a third party regularly takes money from your account (e.g. insurance, gym membership).

2. A direct credit is when a third party regularly puts money into your account (e.g. salary).

- BPAY transactions are processed using a BPAY Biller Code and Customer Reference Number (CRN). If you have set up any regular BPAY payments using your internet banking you'll also need to verify the next due date, frequency and amount of the payments;
- An internet 'Pay Anyone' transaction is processed using a Payee Name, Payee Bank BSB, and Payee Bank account number. If you have any regular internet 'Pay Anyone' transactions you'll also need to verify the next due date, frequency and amount of the payments. Regular payments to and from debit and credit cards are set up by your provider or merchant using the card number and expiry date. These payments will appear as direct debits or direct credits on the statement of your account provided by your old financial institution. When you receive your new **ME** card number, each provider or merchant will need to be contacted individually to advise them of your new card details.

## **what to do next.**

Please complete and sign the enclosed Switch of Regular Payments Arrangements form and return it to **ME** in the envelope provided or by faxing it to (03) 9708 4635. You'll need to complete a separate form for each financial institution that you have an account with (i.e. one form for each different bank). If you need help completing the form, please call us on **13 15 63** Monday to Friday between 8am and 8pm, or on Saturday between 9am and 5pm (AEST/AEDT).

Kind regards,



Steve Chappell  
National Account Services Manager  
**ME**



# switch of regular payments arrangements.

Email: [poa@mebank.com.au](mailto:poa@mebank.com.au) or fax: (03) 9708 4635  
Mail: ME, Account Services, Reply Paid 1345, Melbourne, VIC 8060  
Any questions? Call ME on 13 15 63 or visit [mebank.com.au](http://mebank.com.au).

## personal details.

Your ME Transaction Account Number

Full name(s) of Account Holder(s)

Contact phone number

()

## customer request and authority to disclose regular payments list.

I/we consent to ME obtaining a Regular Payments List from

showing regular payments to and from my/our account(s) with   
described in the Schedule.

I/we consent to  compiling a Regular Payments list for the account(s)  
described in the schedule and disclosing the list to ME.

I/we understand and acknowledge that:

1. the Regular Payments List contains my/our personal information;
2. I am/we are authorised to operate the accounts described in the Schedule; and
3. the accounts listed are personal accounts held in my/our name(s).

## schedule.

Details of accounts held with

BSB	Account number	Account Name	Account authority(ies)

## signature(s) - if joint account all signatures are required.

Customer 1 Print full name

Signature

Date

Customer 1 Print full name

Signature

Date