



**Existing Customer
switching to Direct Debit
or changing bank account**

How it works

(Keep this form for your reference)

1 Fill in all of the sections of the **Direct Debit** form and then **SIGN** it.

2 Post the **ORIGINAL** back to KOL. **DO NOT** take it to the bank, we do this for you

PLEASE NOTE: You must send the form back to us at least 3 WEEKS BEFORE your current subscription expires. This is because the bank needs a 2 week period to set up your direct debit. If you do not have 3 weeks left on your KOL account, you will need to make 1 more payment by another method before your direct debit can take over.

Post form to.....**Kiwi Online
P O Box 34-784
Birkenhead
Auckland**

3 **When will the first payment take place?**

The first payment will be taken on the day your current subscription expires, for the term have you have paid for eg. 1 month

(Note: Debits only take place on standard banking days)
Please note that Direct Debits cannot be set for a particular day of the week, only by date, and this date cannot be changed every month.

When will subsequent payments take place?

All subsequent payments will come out on the day the current subscription expires.

4 **How will I know when the debits will take place?**

We will send you an email **10 days** before the debit will happen.
This will advise you of the amount to be debited and the exact date.
By signing the Direct Debit form you agree to receive the advice by email to your KOL email address and any secondary email address you gave us
To cancel the Direct Debit you must email accounts@kol.co.nz
no later than **2 working days** before it is due.

5 **How much will be debited from my account ?**

The standard fee for the package you have selected.
This will go out on the same date each month or 3 months as due (or following business day if a weekend or public holiday)

