

## HCSA Community Services GIRO APPLICATION FORM

**PART 1: FOR APPLICANT'S COMPLETION**  
Please fill in all the fields. Incomplete form may not be processed.

Date: \_\_\_\_\_

Name of Billing Organisation ("BO"):  
**HCSA Community Services**

To: My/Our Bank ("Bank")  
\_\_\_\_\_

Billing Organisation's Customer's Reference No:  
\_\_\_\_\_

Payment Limit (Maximum Amount to be deducted per transaction): NOTE  
\_\_\_\_\_

Expiry date of this authorisation: NOTE  
\_\_\_\_\_

- (a) I/We hereby instruct the Bank to process the BO's instructions to debit my/our account.
- (b) The Bank is entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. The Bank may also at its discretion allow the debit even if this results an overdraft on the account and impose charges accordingly.
- (c) This authorisation will remain in force until
  - (i) the Bank's written notice sent to my/our address last known to the Bank;
  - (ii) upon the Bank's receipt of my/our written revocation; or
  - (iii) upon the Bank's receipt of the notice of expiry from the BO.

NOTE: BOs should print and make clear whether this option is applicable or available to their customers.

My/Our Name(s):  
\_\_\_\_\_

My/Our Contact (Tel/Fax) Number(s):  
\_\_\_\_\_

My/Our Account Number:  
\_\_\_\_\_

My/Our Company Stamp/Signature(s)/Thumbprint(s)\*  
\_\_\_\_\_

*(As in Financial Institution's records)*

**PART 2: FOR HCSA'S COMPLETION**

SWIFT BIC	HCSA'S Account No
<b>OCBCSGSG</b>	<b>588-044867-001</b>

HCSA'S Customer Ref No

SWIFT BIC	Account No. to be Debited

**PART 3: FOR FINANCIAL INSTITUTION'S COMPLETION**

To: BILLING ORGANISATION (HCSA)

This application is hereby REJECTED (please tick ✓) for the following reason (s):

- |  |   |
|--|---|
| <input type="checkbox"/> Signature/thumbprint <sup>1</sup> differs from Financial/ Institution's records | <input type="checkbox"/> Wrong Account Number                     |
| <input type="checkbox"/> Signature/thumbprint <sup>1</sup> incomplete/ unclear <sup>2</sup>              | <input type="checkbox"/> Amendments not countersigned by customer |
| <input type="checkbox"/> Account operated by signature/ thumbprint <sup>1</sup>                          | <input type="checkbox"/> Others: _____                            |

\_\_\_\_\_  
Name of Approving Officer

\_\_\_\_\_  
Authorised Signature

\_\_\_\_\_  
Date

1. For thumbprints, please go to the branch with your identification.  
2. Please delete where inapplicable.

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method, here are some answers to the most frequently raised questions on GIRO:

### **How do I get started?**

Complete this GIRO application form, with your **account** number. Sent it back to us at:

**HCSA Community Services**  
**1 Lorong 23 Geylang**  
**Singapore 388352**

### **What happens if there are insufficient funds in my bank account?**

We will send you a letter to inform you to pay by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date. We will terminate your GIRO if we are unable to make GIRO deductions after **2** consecutive attempts. Please note that some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds.

### **How long do I need to wait before my GIRO arrangement is effective?**

The GIRO arrangement will take at most **21 working days** to be effected. Your GIRO application is only effective when the statement 'Amount will be deducted from your account on ddmmyyy' on your bill.

### **Can I set a payment limit on my GIRO deduction?**

Yes, you can, but you should ensure that the limit is sufficient to pay for all charges for subscriptions and any other services, including GST. If the amount on your bill exceeds the limit, no deduction will be made from your bank account. You will then need to pay your bill by cash/cheque/NETS or any electronic payment means before the due date.

### **Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay for another party?**

Yes, you can by stating his/her name and address, and the **account number** on the GIRO form.

### **Can I stop GIRO donation in a particular month?**

Yes, you can by calling us at **6745 3532** but you will need to give us at least **10** working days before the next deduction date. You should also inform your bank to stop GIRO payment.

### **When will the GIRO deduction be made?**

A deduction will only be made from your bank account on the last day **of each** month. The amount deducted will be reflected in your bank statement and monthly bills.

### **What happens to my GIRO arrangements that are no longer used?**

You should review all your GIRO arrangements periodically and terminate those arrangements that are no longer required with your bank.