

Direct Debits and Recurring Payments

What is a Direct Debit?

Direct debits are regular payments from your account using your BSB and account number. Direct debits are arranged between you and a merchant or service provider, who will debit your account on the nominated date/s.

How to Cancel a Direct Debit?

If you wish to amend a direct debit arrangement, you should first contact the merchant or service provider. However, we can also assist with amending the account which is debited. If you wish to cancel a direct debit on your account, you can contact us.

What is a Recurring Payment?

Recurring payments are regular payments from your debit or credit card. These payments occur where you have provided your card details to a merchant or service provider to receive ongoing goods or services.

How to Cancel a Recurring Payment?

As recurring payments are set with a merchant or service provider, you should contact them directly to amend or cancel. We are unable to cancel a recurring payment, however we can assist you with a Visa Dispute if the payment is unauthorised.

What is a Periodical Payment?

Periodical payments or future transfers are regular or once-off payments that are set up with BHCCU to transfer funds between your own accounts or to an external account via External Transfer or BPAY.

How to Cancel a Periodical Payment?

Periodical payments can be managed through online banking or by contacting us. As these are set up with BHCCU directly, we can cancel or amend these at your request.

Broken Hill Community Credit Union

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