

# Suncorp Employee Superannuation Plan

## Direct Debit Request form

(for employers)



Suncorp Portfolio Services Limited (Trustee)  
ABN 61 063 427 958 AFSL 237905 RSE L0002059

Issued 29 October 2011

Please use this form to change an existing direct debit, or set up a new one.

Please note to use this form you must have registered for and be using Suncorp WealthSmart online.

### Tips to help you complete this form

- Use blue or black pen and CAPITAL letters
- Use a cross (X) to mark answer boxes
- Complete all sections of the form and sign and date on the last page

**Any questions?** If you'd like help completing this form, or if you have any questions, just call us on 1800 652 489

## 1. Employer details

Suncorp Employee  
Superannuation Plan  
employer account number

Company name

Trading name

ABN

☐ Change to an existing direct debit arrangement

☐ Additional or new direct debit arrangement

## 2. Details of account to be debited

If you wish to establish more than one direct debit, you can photocopy this page or obtain another Direct Debit Request form from our website.

Account name

Name of Australian  
financial institution

Branch name or address

Branch BSB - Account number

## 3. Payment details

These payments are:

- ☐ 1. Regular contributions to:  
Employer account number
- ☐ 2. Regular contributions to super fund chosen by our employees (Choice of Fund)
- ☐ 3. In relation to any fees payable by us.

## 4. Direct Debit Request Authorisation

- I/We authorise the parties until further notice in writing to arrange for funds to be debited from the account nominated in Section 7 of this form.
- I/We confirm that I/we have read the DDR Service Agreement and understand that my/our authorisation will remain in force in accordance with the details set out in the agreement.

Account signatories must complete and sign the sections relating to **both** default contributions and choice contributions.

Contribution type and entity	Account holder (Print full name)	Position (Mandatory)	Signature
Default contributions	A: _____	A: _____	<div>X</div>
Suncorp Portfolio Services Limited (User ID 252606)	B: _____	B: _____	<div>X</div>
Choice contributions	A: _____	A: _____	<div>X</div>
Payment Agent or PayClear Services Pty Limited (User ID 358639)	B: _____	B: _____	<div>X</div>

In the case of a company, two authorised signatories must sign unless a Sole Director and Sole Secretary or Sole Trader

Date / /

## Direct Debit Request (DDR) Service Agreement

This DDR Service Agreement forms part of the terms of the Direct Debit Request (DDR) and should be read in conjunction with section 4 of this form.

### DDR – Suncorp Employee Superannuation Plan

You can arrange to pay your superannuation by DDR.

We'll process a direct debit to the account nominated on the DDR for the amount of the superannuation contribution (plus any applicable Government charges, GST and processing fees) on the date that it's due.

### Changing your DDR Authority

We'll give you 14 days notice if we change any of the terms of the DDR.

### Deferring, stopping or cancelling your DDR

You may defer, alter, stop or cancel your DDR at any time by providing at least five business days' notification **in writing** to any Suncorp Branch or by mail to:

**Suncorp Employee Superannuation Plan**  
**GPO Box 2585 (IPC: LS004)**  
**Brisbane QLD 4001**

Or contact our Customer Service team on **1800 652 489**

Requests to vary the details of the account to be debited must be in writing and in the terms of the operating authority from the account. Alternatively, you may stop or cancel your DDR at any time by contacting the financial institution where your account to be debited is held.

### DDR dispute resolution

If you wish to dispute a DDR transaction, you can contact the financial institution where your account to be debited is held, or contact us as follows and we'll arrange for your disputed transaction to be investigated and where appropriate, for a correction to be made.

**Suncorp Employee Superannuation Plan**  
**GPO Box 2585 (IPC: LS004)**  
**Brisbane QLD 4001**

staff.super@suncorp.com.au

Or contact our Customer Service team on **1800 652 489**

If we're unable to resolve the dispute to your satisfaction, you should contact the financial institution where the account to be debited is held to complete and lodge a DDR Customer Claim Form.

### Non-business days

If your DDR falls due on a weekend or public holiday in Sydney, we'll process it on the next business day.

If you're uncertain of the date your DDR will be processed, you should contact your financial institution.

### Returned or dishonoured DDRs

If your DDR is dishonoured or returned unpaid by your financial institution for any reason, we reserve the right to recover the funds from you and charge any additional fee that may apply.

### Clear funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be paid by your financial institution.

### Your records

We won't disclose any details of your DDR to any person or corporation unless requested to do so by law, or unless the information is required in relation to a disputed transaction.

### Your account

You should be aware that some financial institutions may not allow DDR to be processed to certain types of accounts.

You should check your account details against a recent statement from your financial institution, or check with your financial institution to ensure that a DDR can be processed to your account.

### If you wish to make enquiries about your DDR

You can contact us by writing to:

**Suncorp Employee Superannuation Plan**  
**GPO Box 2585 (IPC: LS004)**  
**Brisbane QLD 4001**

staff.super@suncorp.com.au

Or contact our Customer Service team on **1800 652 489**

Please send the completed form to: **Employee Superannuation Plan**  
**GPO Box 2585 (IPC: LS004)**  
**Brisbane QLD 4001**