

MEMBER DIRECT DEBIT REQUEST FORM

Request and authority to debit the account named below to pay Energy Super

Please complete this form in BLOCK letters using blue or black pen.



REQUEST AND AUTHORITY TO DEBIT

Your surname:

Your given names: ("you")

I request and authorise **Energy Super** (User ID number: 415263) to arrange, through its own financial institution, a debit to your nominated account any amount **Energy Super**, has deemed payable by you.

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the *Direct Debit Request - Service Agreement*.

FINANCIAL INSTITUTION AT WHICH ACCOUNT IS HELD

Financial institution name:

Address:

State: Postcode:

ACCOUNT TO BE DEBITED

Name/s on account (e.g. J & S Smith):

BSB number (must be six digits):

Account number:

ACKNOWLEDGMENT

By **signing** and/or providing us with a **valid instruction** in respect to your *Direct Debit Request*, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **Energy Super** as set out in this Request and in your *Direct Debit Request - Service Agreement*.

Applicant's signature:

Date: (DD/MM/YYYY)

Address:

State: Postcode:

Telephone:

ENERGY SUPER DETAILS

Membership number:

Date of birth (DD/MM/YYYY):

Deduction per month: \$

Deductions to commence (DD/MM/YYYY):

These contributions are (please tick the applicable box):

- ☐ Voluntary personal contributions in addition to my employer contributions
- ☐ Self-employed contributions
- ☐ Spouse contributions (Please attach a *Spouse Contribution Form*)

Please note: Deductions are always made on 20th day of each month (or next business day).

YOUR PRIVACY IS IMPORTANT TO US

We are collecting your personal information. Please read our Privacy Statement in the *Energy Super Member Guide Product Disclosure Statement (PDS)* or *Corporate Member Guide PDS* (as applicable) for information about how we will handle this information, our likely overseas disclosures (where applicable) and how you can access or correct your personal information or make a privacy complaint.

DIRECT DEBIT REQUEST - SERVICE AGREEMENT

The following is your Direct Debit Service Agreement with **Energy Super**. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

DEFINITIONS

- **account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.
- **agreement** means this Direct Debit Request Service Agreement between *you* and *us*.
- **banking** day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- **debit day** means the day that payment by *you* to *us* is due.
- **debit payment** means a particular transaction where a debit is made.
- **direct debit request** means the Direct Debit Request between *us* and *you*.
- **us** or **we** means **Energy Super**, (the Debit User) *you* have authorised by signing a *direct debit request*.
- **you** means the customer who signed the *Direct Debit Request*.
- **your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

1. DEBITING YOUR ACCOUNT

By signing a *Direct Debit Request*, you have authorised us to arrange for funds to be debited from *your account*. You should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.

We will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

If the *debit day* falls on a day that is not a *banking day*, we may direct your *financial institution* to debit *your account* on the following *banking day*.

If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. AMENDMENTS BY US

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen **(14) days'** written notice.

3. AMENDMENTS BY YOU

You may change or defer a debit payment, or terminate this agreement by providing *us* with at least fourteen **(14) days'** notification by writing to: **Energy Super** or arranging it through your own financial institution.

4. YOUR OBLIGATIONS

It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

If there are insufficient clear funds in *your account* to meet a *debit payment*:

- (a) *you* may be charged a fee and/or interest by *your financial institution*;
- (b) *you* may also incur fees or charges imposed or incurred by *us*; and
- (c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the *debit payment*.

You should check *your account* statement to verify that the amounts debited from *your account* are correct

If **Energy Super** is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then *you* agree to pay **Energy Super** on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. DISPUTE

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on **1300 4 ENERGY** (1300 436 374) and confirm that notice in writing with *us* as soon as possible so that we can resolve your query more quickly. Alternatively *you* can take it up with your financial institution direct.

If we conclude as a result of our investigations that *your account* has been incorrectly debited we will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. We will also notify *you* in writing of the amount by which *your account* has been adjusted.

If we conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

6. ACCOUNTS

You should check:

- (a) with your *financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions;
- (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with your *financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

7. CONFIDENTIALITY

We will keep any information (including your *account* details) in your *Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about *you*:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. NOTICE

If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to **Energy Super**.

We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.

Any notice will be deemed to have been received on the third *banking day* after posting.

RETURN THIS FORM

Energy Super

PO Box 1958, Milton QLD 4064

F 07 3229 7523

(remember to send all pages of the form)

E info@energysuper.com.au

(as a scanned email attachment)

TALK TO US

T 1300 4 ENERGY (1300 436 374)

E info@energysuper.com.au

W energysuper.com.au

Energy Super

Level 8, 100 Creek Street

Brisbane QLD 4000

PO Box 1958, Milton QLD 4064