

1 October 2012

## Direct Debit Request (DDR)

Please complete these instructions in BLACK INK using CAPITAL LETTERS (except for your email address) and ✓ boxes where provided.

## Step 1: Your personal details

[illegible]

## Step 2: Type of instruction

Depending on the type of instruction(s) you wish to give to IOOF, please ✓ tick the applicable box(es) and follow the relevant steps.

This is:

☐ A new direct debit request. Please complete all steps below.

Please indicate the commencement date of the first payment

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Please note that applications to establish a direct debit must be received at least five business days before the 28th of the month to ensure that your deduction is processed that month. If an application is not received within these timeframes, it will be processed either that month or the following month (and then continue regularly according to the frequency you selected).

**OR**

☐ An alteration to an existing direct debit request:

☐ Change to regular contribution amount. Please complete Steps 3 and 6.

**AND/OR**

☐ Change to debit frequency. Please complete Steps 4 and 6.

AND/OR

☐ Change to your nominated account with a financial institution. Please complete Steps 5 and 6.

**OR**

☐ Cancellation of a direct debit request. Please complete Step 6.

### Step 3: Regular Contribution Amount

Please indicate the regular amount to be debited from your nominated account with a financial institution and deposited into your Cash Account:

Contribution type

<input type="checkbox"/> Personal contribution*	\$	<input type="text"/>
<input type="checkbox"/> Spouse contribution	\$	<input type="text"/>
<input type="checkbox"/> Total regular amount to be debited (minimum \$200)	\$	<input type="text"/>

\* If eligible after each 1 July, a Section 290-170 ITAA notice will be forwarded to you for completion. You can only claim a tax deduction for your personal contributions after completing this form before you lodge your tax return, and receiving confirmation from us.

**If the financial institution account details are not held solely in the name of the member, please refer to Step 6 for signatory requirements relating to third parties.**

- The amount of regular contributions will be debited from your nominated account with a financial institution on the 28th day of the relevant month (or the nearest business day after the 28th).
- You will need to complete a Standing investment instruction in the Investment Authority form (Form E) (located in the Financial Partnership Portfolio Service Employer Superannuation Forms Booklet or available online at [www.ioof.com.au](http://www.ioof.com.au)) to provide us with an Investment Instruction specifying the managed investment(s) you wish to utilise for regular contributions.
- If you do not provide an Investment Instruction, the regular contributions will remain in your Cash Account, until a standing investment instruction is provided.

### Step 4: Debit frequency

<input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Half-yearly
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### Step 5: Financial institution details

Name	<input type="text"/>																										
Branch	<input type="text"/>																										
Address	<input type="text"/>																										
Suburb	<input type="text"/>																		State	<input type="text"/>		Postcode	<input type="text"/>				
Account name	<input type="text"/>																										
BSB	<input type="text"/>			-		<input type="text"/>			Account number	<input type="text"/>																	

I/We, the holder(s) of the above account, authorise and request the Trustee, IOOF Investment Management Limited (IIML), ABN 53 006 695 021 (Debit User ID 032105) until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the financial institution identified above as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time. This authority allows the debiting of amounts payable by the member under the agreement between the customer and IIML.



# Direct Debit Request Service Agreement (DDRSA)

**Please retain this service agreement for your records.**

## Direct Debit Request facility

- In addition to making one-off contributions, you have the opportunity to implement a Regular Contribution Plan through a DDR arrangement.
- The DDR arrangement enables you to instruct the Trustee – IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFS Licence No. 230524, (Debit User ID 032105) to make regular monthly, quarterly or half-yearly deductions from an account with a financial institution such as a bank, building society or credit union and credit the amount to your Cash Account.
- The DDR arrangement through BECS is not available on the full range of accounts provided by financial institutions. You are advised to check with your financial institution as to its availability before nominating an account. You should check your account details against a recent statement from the financial institution.

## Our service commitment

This agreement outlines our service commitment to you in respect of the DDR arrangements made between you and IIML.

It also sets out your rights and responsibilities.

## Initial terms of the arrangement

Under the terms of the DDR arrangement entered into with you, we undertake to periodically debit from your nominated account with a financial institution, a specified amount or amounts for deposit into your Cash Account.

## Drawing arrangements

Deposits will be deducted from your financial institution account on the 28th day of each month, or nearest business day after the 28th day of the month if the 28th is not a business day, in accordance with the frequency you have nominated. If you are uncertain as to when a deduction will be made, please contact us.

IIML may, in its absolute discretion, by giving 14 days notice in writing to you:

- suspend or terminate the drawing arrangement, and/or
- change the operation of your DDR facility.

## Your rights

Changes to the arrangement:

- You may stop or defer an individual debit or cancel or suspend your DDR arrangement by giving written instructions to IIML. If you suspend your DDR arrangement you may restart it by giving written instructions to IIML.
- You may alter payments by forwarding to us, a new DDR form from our website or a current Financial Partnership Portfolio Service Forms Booklet.
- We will endeavour to act upon your request within 5 business days of receipt.

## Enquiries

If you have any enquiries about your DDR arrangement, or you believe a debit has been incorrectly made or processed, please call our client services team on 1800 000 137, email us at [clientservices@ioof.com.au](mailto:clientservices@ioof.com.au) or write to us at:

**Financial Partnership  
Reply Paid 264  
Melbourne VIC 3001**

## Complaints

If you have a complaint or dispute in relation to your DDR arrangement, you should contact the Manager, Customer Care on 1800 000 137, or the relevant financial institution. IIML will consider and deal with the complaint within 90 days of receiving details of your complaint. If our investigations show that your Account has been incorrectly debited, we will arrange for the financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted.

If, following our investigations, we believe on reasonable grounds that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.

If we cannot resolve the matter, you can still refer it to your financial institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

## Confidentiality

All information held by IIML in relation to your DDR arrangement will be kept confidential by us, except where:

- such information is required to be provided to IIML's financial institution to initiate, change or cancel your drawing arrangement
- disclosure is required or authorised by law
- the bank may require such information to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit
- you authorise or otherwise give your consent to the release of the information either directly or through a duly appointed agent or attorney.

## Your obligations

It is your responsibility to ensure:

- your account details are correct
- your nominated account can accept direct debits
- there are sufficient cleared funds in the nominated account on the drawing date
- you advise us if the nominated account is altered, transferred or closed.

IIML will notify you if your debit is dishonoured or rejected.

We may, with 14 days notice, cancel your DDR arrangement if there is insufficient funds in your account to honour the direct debit.

Should we be charged any dishonour fees as a result of insufficient funds in your nominated account, then we may deduct these charges from your Cash Account or charge these fees directly to you. To avoid dishonour fees, you should always ensure that there are enough cleared funds in your account before your direct debit falls due.

**Where the designated bank account is that of a third party (typically your employer), it is your responsibility to advise IIML to cease deductions on that account if contributions from that account are to cease (typically, when you leave the service of that employer). No refund of overpaid contributions will be made if we are not advised to cease deduction of contributions from a third party account.**

## Fairness

If any provision of this DDRSA is found to be illegal, void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining provisions of this DDRSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed.