

# Direct Debit Request



Colonial Select Personal Superannuation (a category of membership in the Colonial Super Retirement Fund)  
Colonial Mutual Superannuation Pty Ltd ABN 56 006 831 983 (the 'Trustee') AFSL 235025  
The Colonial Mutual Life assurance Society Limited ABN 12 004 021 809 (CMLA) AFSL 235035

## Section 1 - Request to establish Debit Authority in the Direct Debit System

Identified by reference information

Policy number (Please note a separate authority is required for each policy)

I/We

Given name(s)

Surname

Company/business name

ABN

Address

State

Postcode

Contact phone number

authorise and request CMLA – User ID: 000112, until further notice in writing to arrange for funds to be debited from my/our account, at the financial institution identified and as described in the Schedule below, any amounts which CMLA may debit or charge me/us through the Bulk Electronic Clearing System (BECS).

## Section 2 - The Schedule

### Details of account to debit

Account held in the name(s) of

BSB

Account number

Name of financial institution where account is held

Address of financial institution where account is held

State

Postcode



Please note that direct debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution.

Amount to debit

Frequency

First payment date

\$



Please complete the following section if your policy is a superannuation policy.

### Type of contribution

Personal  Spouse

## Section 3 - Direct Debit Request authorisation

I/We have read the 'Customer Service Agreement' that is attached and acknowledge and agree with its terms and conditions.

I/We request this arrangement to remain in force in accordance with the details set out in the Schedule described above and in compliance with the 'Customer Service Agreement'.

**Name(s) and signature(s) of account holder(s)** (If joint account, all signatures are required)

Customer's name

Signature

Date

Customer's name

Signature

Date

Please return to Colonial Select Personal Superannuation Locked Bag 5075 Parramatta NSW 2124

# Direct Debit Request

## Customer Service Agreement



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### This form must be retained by the customer

#### **We, The Colonial Mutual Life Assurance Society Limited, note our commitment to you as the following:**

- We will advise you by notice, statement or invoice of the drawings.
- Where the drawing date falls on a non-business day, we will draw the amount on the next business day.
- We will provide written notice of any proposed changes to your drawing arrangement (other than those detailed in your policy conditions), providing no less than 14 days notice.
- We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated financial institution. Where drawings are returned unpaid we will arrange an alternate payment method. A fee may apply for drawings that are returned unpaid.
- We will keep all information provided by you and details of your nominated account at the financial institution, private and confidential.
- We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 10 business days.

#### **It is your (the customer's) responsibility to:**

- Check with your financial institution before completing the Direct Debit Request, that direct debiting is available on your nominated account.
- Ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the financial institution of the nominated account.
- Ensure, at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- Advise us if the account nominated by you to receive the drawings is altered, transferred or closed.
- Arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, either by you or the nominated financial institution.
- Meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

You may request to defer or alter the agreed drawing schedule, by giving written notice to us. Such notice should be received by us at least 14 business days prior to the drawing date.

You may stop your individual debit by giving written notice to us. Such notice should be received by us at least 14 business days prior to the drawing date.

You may cancel the Direct Debit arrangement at any time by giving written notice to us. Such notice should be received by us at least 14 business days prior to the drawing date. Your nominated financial institution is unable to cancel your Direct Debit arrangement.

All Direct Debit transaction disputes, queries and claims should be raised directly with us. We will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.