



Direct Debit Request (Regular Savings Plan)

Superannuation Savings Account



This form must be mailed to: **Superannuation Savings Account, Locked Bag 5429, Parramatta NSW 2124**
Contact phone number: 133 731 between 9 am and 5 pm (AEST/AEDT), Monday to Friday, excluding public holidays.
You can also email a scanned copy to au.service@resolutionlife.com.au.

Please note: We will make changes effective the date we receive your completed documentation at our principal office of administration. **Please ensure you retain the Direct Debit Request Service Agreement for your records.**

Section 1 – Personal details (all fields must be completed)

Please provide the name and address that the Superannuation Savings Account has on record for you.

Account number

Title Mr Mrs Miss Ms Other

Given name(s)

Surname

Email address

Date of birth (DD/MM/YYYY)

Residential address

State	Postcode	Country

Postal address (if applicable)

State	Postcode	Country

Mobile number

Alternate phone number

Section 2 – Commencement of/change in Regular Savings Plan

a. Please change my contribution frequency (tick correct box):

Cancel my Regular Savings Plan (direct debit will be cancelled)

Commence a Regular Savings Plan (please complete section 3)

Change bank account for my Regular Savings Plan (please complete section 3)

Change my regular contribution amount, the amount to debit each month is _____ per month (min \$10)

b. Please allocate regular contributions as follows:

Personal	\$
Spouse	\$
Total amount	\$



Please note:

- You can only make regular contributions by one deduction from one bank account.
- Direct Debit is not available for employer contributions.** Please call us on **133 731** for information on making employer contributions

Section 3 – Details of the account to debit (all details must be supplied)

I authorise and request the Commonwealth Bank of Australia (APCA User ID Number 065303), until further notice in writing, to arrange to debit funds from my account at the financial institution identified as described in the schedule below, any amounts which they may debit or charge me through the the Bulk Electronic Clearing System (BECS).

Account name (please write in full)

BSB number Account number Name of financial institution where account is held

Address of financial institution where account is held

	State	Postcode	Country

Please commence debiting this account on the of each month.

Section 4 – Declaration

By signing this request form I declare as follows:

- I/We authorise the debit user to verify the details of the above mentioned account with my/our financial institution;
- I/We authorise that the financial institution may release information allowing the debit user to verify the above mentioned account details; and
- I/We have read the Direct Debit Request (DDR) Service Agreement provided over the page and agree with its terms and conditions.

Signed by the customer(s) (if joint account all signatures may be required)

Print name

Signature of bank account holder Date

X

Print name

Signature of bank account holder Date

X



Direct Debit Request Service Agreement (Regular Savings Plan) Superannuation Savings Account



Please ensure you retain this page for your records.

Important notices

This is your Direct Debit Request Service Agreement with the Commonwealth Bank of Australia (APCA ID 065303, ABN 48 123 123 124 AFSL 234945). It explains 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.

Please keep this agreement 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 authorisation.

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.

Business 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 or DDR means the Direct Debit Request between us and you.

Us or **we** means Commonwealth Bank of Australia – Direct Debit User ID 065303, the Debit User you have authorised by requesting a DDR.

You means the customer who has signed or authorised by other means the DDR.

Your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.

1. Debiting your account

- 1.1.** By signing a DDR or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the DDR and this agreement for the terms of the arrangement between us and you.
- 1.2.** We will only arrange for funds to be debited from your account as authorised in the DDR, or we will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the DDR, a billing advice which specifies the amount payable by you to us and when it is due. We will do this except where we have agreed to a temporary variation in accordance with your instructions under **Clause 3** of this agreement, or where a credit tribunal or other legal tribunal has instructed us to vary the arrangement.
- 1.3.** If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business 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

- 2.1.** We may vary any details of this agreement or a DDR at any time by giving you at least 14 days written notice.
- 2.2.** We reserve the right to cancel this agreement if the first debit from your account is returned unpaid or two or more debit attempts are returned unpaid by your financial institution.

3. Amendments by you

You may change*, stop or defer a debit payment, or terminate this agreement by providing us with at least 14 days notification by contacting us in writing at **Commonwealth Bank of Australia, Locked Bag 5429, Parramatta NSW 2124**, or by phone on **133 731** between 9 am and 5 pm (AEST/AEDT), Monday to Friday, excluding public holidays. You can also arrange any change through your financial institution, which is required to act promptly on your instructions.

*In relation to the reference to 'change', your financial institution may change your debit payment only to the extent of advising us of your new account details.

4. Your obligations

- 4.1.** 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 DDR and this agreement.
- 4.2.** 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.
- 4.3.** You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

- 5.1.** If you believe that there has been an error in debiting your account, you should notify us directly on **133 731** 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 directly with your financial institution.
- 5.2.** If as a result of our investigations, we conclude 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.
- 5.3.** If as a result of our investigations, we conclude 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.
- 5.4.** Any queries you may have about an error made in debiting your account should be directed to us in the first instance and, if we are unable to resolve the matter, you can refer such queries to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

- 6.1.** Before completing the DDR you should check with your financial institution whether direct debiting is available from your account, as direct debiting is not available through BECS on all accounts offered by financial institutions.
- 6.2.** You should confirm that the account details you provide to us are correct by checking them against a recent account statement.
- 6.3.** If you have any questions about how to complete the DDR, you should contact your financial institution.

7. Confidentiality

- 7.1.** Subject to **Clause 7.2**, we will keep any information (including your account details) collected as part of your DDR 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.
- 7.2.** We will only disclose information about you that we have collected as part of your DDR:
 - a) to the extent specifically required or permitted by law or under our Privacy Policy or procedures, or
 - b) for the purposes of this agreement, including disclosing information in connection with any query or claim.

8. Notice

- 8.1.** If you wish to notify us about anything relating to this agreement, you can write to us at the **Commonwealth Bank of Australia, Locked Bag 5429 Parramatta NSW 2124**.
- 8.2.** We will notify you by sending a notice in the ordinary post or via email to the address you have given us in the DDR.
- 8.3.** Any notice will be deemed to have been received on the third business day after posting.