

MEMBER CONTRIBUTION DIRECT DEBIT REQUEST FORM

Personal details

Title: Mr Mrs Ms Miss Dr Member number:

Given names:

Surname:

Postal address:

Suburb:

State: Postcode:

Details of account to be debited

I authorise and request Quadrant Superannuation Pty Ltd (APCA User ID: 280545) to:

- Arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS)
- Verify the details of the account as prescribed below with my/our financial institution.

I/We authorise the financial institution to release information allowing Quadrant Superannuation Pty Ltd to verify the account details as prescribed below.

This authorisation is to remain in force in accordance with the terms described in the *direct debit request service agreement*.

Name of Australian financial institution:

Branch name:

Branch number (BSB): - Account number:

Account name:

Contribution details

You may elect to have your member contributions debited from your nominated bank account monthly. Member contributions will be deducted on the 15th of the month or the next business day.

Amount to be deducted: \$ commencing on the 15th of

Member declaration

I acknowledge that by signing this *direct debit request*, I have read and understood the terms and conditions governing the debit arrangements between me and Quadrant Superannuation Pty Ltd as set out in the *direct debit request service agreement* on page 2.

Your signature: Date:

Account co-signatory: Date:

All signatures may be required for joint accounts.

July 2009

DIRECT DEBIT REQUEST SERVICE AGREEMENT

You should read this *direct debit request service agreement* before completing the *direct debit request form*. Please ensure that you keep a copy of this *direct debit request service agreement* for your records. Please note that direct debit, through BECS, is not available on all accounts.

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 Quadrant Superannuation Pty Ltd (ACN 067 516 938) who you have authorised by signing a *direct debit request*.

You or **your** means the member who signed the *direct debit request*.

Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

1 Debiting your account

- 1.1 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 or arrangement between you and us.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the *direct debit request*.
- 1.3 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 Changes by us

- 2.1 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 Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a *direct debit request* by contacting us on 1800 222 209 or electronically.
- 3.2 If you wish to stop or defer a debit payment, you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be given to us in the first instance. Please send the notification to Quadrant Superannuation Pty Ltd, GPO Box 863, Hobart TAS 7001.
- 3.3 You may cancel your authority for us to debit your account at any time, by giving us fourteen (14) days notice in writing before the next debit day. This notice should be given to us in the first instance. Please send the notification to Quadrant Superannuation Pty Ltd, GPO Box 863, Hobart TAS 7001.

4 Your obligation

- 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 *direct debit request*.
- 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
 - (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.
- 4.4 If Quadrant Superannuation Pty Ltd (ACN 067 516 938) is liable to pay Goods and Services Tax (GST) on a supply made in connection with this agreement, then you agree to pay Quadrant Superannuation Pty Ltd on demand an amount equal to the consideration payable for the supply, multiplied by the prevailing GST rate.

5 Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1800 222 209 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 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.
- 5.3 If we conclude as a result of our investigation 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.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance, so that we can attempt to resolve that matter between you and us. If we cannot resolve the matter, you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6 Account

- 6.1 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) That your account details which you have provided to us are correct by checking them against a recent account statement
 - (c) With your financial institution before completing the *direct debit request*, if you have any queries about how to complete a *direct debit request*.

7 Confidentiality

- 7.1 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.
- 7.2 We will only disclose information that we have about you:
 - (a) To the extent specifically required by law
 - (b) For the purpose of this *agreement* (including disclosing information in connection with any query or claim).

8 Notice

- 8.1 If you wish to notify us in writing about anything relating to this *agreement*, you should write to Quadrant Superannuation Pty Ltd.
- 8.2 We will notify you by sending a notice in the ordinary post to address you have given us in the *direct debit request*.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.

When you have completed the *direct debit request form*, please return it to:

**Quadrant Superannuation Pty Ltd
GPO Box 863
HOBART TAS 7001**

Please call us on 1800 222 209 if you have any questions or need assistance completing this form.

You should keep a copy of the *direct debit request form* and the *direct debit request service agreement* for your own records.