

# Direct Debit Request (DDR) - Portfolio Service

Please complete in blue or black ink, using BLOCK letters



## Section 1 - Investor Details

<input type="text"/>	<input type="text"/>										
Title	Surname/Company/Entity name										
<input type="text"/>	<input type="text"/>										
Given name(s)	or ACN/ARBN/ABN										
<input type="text"/>											
Postal address											
<input type="text"/>	<input type="text"/>	<input type="text"/>									
Town/Suburb	State	Post code									
<input type="text"/>	<input type="text"/>	<input type="text"/>									
Daytime telephone	Mobile telephone	Email									

## Section 2 - Initial Terms of Arrangement

Regular direct debits to commence from   /   /   until further notice.

Frequency of regular direct debits:  Monthly  Quarterly  Half Yearly  Yearly

## Section 3 - Details of your Bank, Building Society, Credit Union or CMT Account

<input type="text"/>											
Name and address of your Bank, Building Society, Credit Union or CMT account where account is held											
<input type="text"/>											
Account name											
<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Branch number (BSB)				Account number							

## Section 4 - Your Authorisation

I/We request the Administrator (User ID 125962) to debit funds from my/our nominated account according to the details specified above.

I/We have read and understand the Direct Debit Request (DDR) service agreement overleaf.

Signature of Investor 1

/   /

Date

Signature of investor 2 (If joint account)

/   /

Date

If debiting from a joint account all signatures are required.

# Direct Debit Request Service Agreement

## Our Commitment to You

This section sets out your rights, our commitment to you and your responsibilities to us. It also specifies where you should go for assistance in respect of your direct debit arrangement with us. In terms of the DDR arrangement made between us and signed by you, we undertake to debit your nominated account in accordance with your signed authority to direct debit.

## Drawing Arrangements

- For regular debits, payment will normally start to be drawn from your nominated account from the 15th day of the month.
- If any drawing falls due on a non-Melbourne business day\*, it will be drawn from your account on the next Melbourne business day following the scheduled drawing date.
- We will give you at least 14 days notice when we intend to make changes to the initial terms of the arrangement.

## Changes to the Arrangement

If you want to make changes to the drawing arrangements, please notify the Administrator in writing at least 5 business days prior to your next scheduled drawing date. These changes may include:

- deferring the drawing;
- altering the DDR;
- stopping an individual debit;
- suspending the DDR; or
- cancelling the DDR completely.

## Enquiries

If you have any enquiries they should be directed to the Administrator, rather than to your financial institution.

All personal customer information held by us will remain confidential, except for information that may be provided to our financial institution to initiate the drawing to your nominated account, or information that may be disclosed to a third party as required by law. See page 36, 'Use of your Personal Information' of the PDS for further information.

## Disputes

- If you believe that a drawing has been initiated incorrectly, you should raise the matter directly with the Administrator.
- If you do not receive a satisfactory response from the Administrator, your financial institution will respond to you with an answer to your claim:
  - within 7 business days (for claims lodged within 12 months of the disputed drawing); or
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing).
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

## Your Commitment to Us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this);
- on the drawing date there are sufficient cleared funds in the nominated account; and
- you advise use if nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will notify you in writing. Any transaction fees payable by us in respect of the above may be passed on to you. Consecutive returns or dishonours may result in the direct debit facility being withdrawn.

\* A Melbourne business day means any day excluding a Saturday or Sunday in which Australian banks are open for business in Melbourne.