



20 April 2018

Direct Debit Request

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

You may use this form to debit your own bank account (one form is required per member).

Request type New direct debit Change to existing direct debit Direct debit cancellation

Step 1: Contribution eligibility requirement

Before you can make after-tax contributions to your super, you must satisfy one of the following criteria:

I am under age 65

OR

I am over 65 and under 75 years of age. I have worked at least 40 hours over 30 consecutive days during this financial year

Tax File Number¹ - -

1 IOOF Personal Super can not accept personal contributions unless you have quoted your Tax File Number.

Note: If you do not meet the above criteria, please contact our client services team for further assistance before completing this form.

Under the Superannuation Industry (Supervision) Act 1993, it is not an offence if you choose not to provide your Tax File Number (TFN), however if you do not provide your TFN before exiting the fund, any TFN contributions income tax that has been deducted from your account will not be claimed back on your behalf. Refer to the Withdrawal Instructions for more information. Please read the information on collection of TFNs in the Product Disclosure Statement which explains advantages of providing your TFN.

Step 2: Applicant details

Account number

Title (Dr/Mr/Mrs/Ms/Miss) Surname

Given name(s)

Residential address

Suburb State Postcode

Mailing address (if different from above)

Suburb State Postcode

Phone (home) Phone (work)

Mobile

Email

Step 3: Financial institution details

Name of financial institution

Branch address

Suburb State Postcode

Account name

BSB - Account number

Step 4: Direct debit details

Direct debits will be processed on the first business day after the 16th of each month.

Month to begin / 20 Amount to be debited from account² \$

Contribution type Personal (after tax salary or wages) Spouse contribution

Frequency Monthly Quarterly Half-yearly Yearly

2 IOOF Employer Super cannot accept personal contributions unless you have quoted your Tax File Number and completed Step 1.

Step 5: Direct debit cancellation

Please cancel my direct debit from / / 20

Please note: We must receive your request to cancel your direct debit BEFORE the 11th of the month to ensure it can be cancelled on the date you have indicated.

Step 6: Request for debiting amounts to accounts by the direct debit system

I/We authorise IOOF Personal Super (User ID 032105) to arrange for any amount to be debited through the Bulk Electronic Clearing System, with an account held at the financial institution identified in Step 3. This is subject to the terms and conditions of the DDR Service Agreement and any further instructions provided on this form.

Step 7: Member declaration

Important note: The Trustee collects the information in this form in order to process your investment instructions. Any personal information provided in this form will be handled in accordance with the Trustee's privacy policy, available at ioof.com.au/privacy.

I/We consent to the collection and use of the above information by the Trustee for the purposes specified. By signing this DDR, I/we acknowledge having read and understood the terms and conditions governing the debit arrangements between myself/us and IOOF Personal Super, as set out in this request and in the DDR Service Agreement.

Account holder signature 1 Date / /

Account holder signature 2³ Date / /

³ If you hold a joint account, please ensure the joint account holder signs here:

Please forward all correspondence and enquiries to

Post IOOF Personal Super, GPO Box 264, Melbourne VIC 3001
Email email@ioof.com.au
Telephone 1800 333 500
Fax 03 6215 5933
Web www.ioof.com.au



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Direct Debit Request (DDR) service agreement

Please retain this service agreement for your records.

Direct Debit Request facility

- The DDR arrangement enables you to instruct the Trustee – IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFS Licence No. 230524, (User ID 032 105) to make one or more 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 may not be 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.

IIML's service commitment

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

It also sets out your rights and responsibilities.

By giving 14 days notice in writing to you, we may change the operation of your DDR facility.

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 first business day after the 16th of the month, in accordance with the frequency you have nominated.

If you are uncertain as to when a deduction will be made, please contact us. We may, in our absolute discretion, at any time by notice in writing to you, suspend or terminate the drawing arrangement.

Your rights

You have the right to change the arrangement as follows:

- You may stop an individual debit or cancel or suspend your DDR arrangement by giving written instructions to us or the relevant financial institution. If you suspend your DDR arrangement you may restart it by giving written instructions to us.
- You may alter payments by forwarding to us, a new DDR form from the current PDS.

We will endeavour to act upon your request within five 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 333 500 or email employersuper@ioof.com.au.

Complaints

If you have a complaint or dispute in relation to your DDR arrangement, you can address a formal complaint to the Superannuation Complaints Officer, IOOF Employer Super, GPO Box 529, Hobart TAS 7001. We will consider and deal with the complaint within 90 days of receiving details of your complaint.

Confidentiality

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

- such information is required to be provided to our financial institution to initiate, change or cancel your drawing arrangement
- disclosure is required or authorised by law
- the financial institution 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.

We will notify you if your debit is dishonoured or rejected. We may, without 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 us 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.