

direct debit request form

If you wish to make personal contributions to CareSuper on a monthly basis by direct debit from your bank account, you will need to complete all sections of this form. Please complete the form in blue or black pen and in block letters.

Before you complete this CareSuper Direct debit request form, check with your financial institution to make sure this facility is available. Note that direct debits are not available from all accounts. Please keep a copy of this document for future reference.

You must sign and date this form. All account holders must sign the authorisation.

1. Your personal details

CareSuper member number (if known)

Surname Mr/Mrs/Ms/Miss/Dr

Given names Date of birth (DD/MM/YYYY) / /

Address

State Postcode

Telephone (home) Telephone (work)

Mobile number Email address

2. Payment details

Bank name/financial institution

Address of bank at which account is held

State Postcode

Account holder's name

BSB number - Account number

Amount to be debited monthly \$, . deducted on 20th of each month Deduction to commence (DD/MM/YYYY) / /

3. Authorisation

I request that until further notice in writing CareSuper debit my account at the financial institution identified above, any necessary amounts which CareSuper may debit or charge me through the direct debit system. I agree to meet any bank charges resulting from my use of the direct debit system. I understand and acknowledge that:

- The financial institution may, in its absolute discretion, determine the order of priority of payment by it of any monies pursuant to this request or any authority or mandate
- The financial institution may, in its absolute discretion, at any time by notice in writing to me, terminate this request as to future debits, and
- The user may, by prior arrangement and advice to me, vary the amount or frequency of future debits.

Privacy
In completing this Direct Debit Request form:

- I confirm that I have read the CareSuper Privacy Statement on page 41 of this Member Guide. I understand how CareSuper intends to handle my personal information and that my personal information will only be used for the purposes specified.
- I consent to the use and disclosure of my personal information to implement my Direct Debit request

If you have any questions about your rights under the privacy legislation, please call the CareSuperLine on 1300 360 149.

Applicant's signature **Date (DD/MM/YYYY)** / /

Co-account holder's signature (if applicable) **Date (DD/MM/YYYY)** / /

See over >

Please keep a copy of this document for future reference.

Important information

→ Direct debit is an easy way to pay your superannuation contributions to CareSuper. You can use the direct debit facility through your bank or other financial institution. Please check with your financial institution to make sure this facility is available. The benefits in using the direct debit facility are:

- It is a fast and accurate way to pay your contributions to your member account
- You will save time and money on posting
- You will no longer need to send cheques.

Direct debit request service agreement

1. Why an agreement?

Through the direct debit request (DDR) you are allowing CareSuper to debit amounts from your bank* account. The amount we will debit from your account depends on your instructions to us via the DDR form or any changes appropriately notified to us.

2. If CareSuper wants to change this agreement

We will notify you at least 14 days before making any changes to this agreement.

3. If you want to change your direct debit or make an enquiry

Please contact CareSuper (see details below) if you wish to:

- Delay or change your direct debit – (you need to advise us in writing at least three business days before the date we will debit your bank account)
- Cancel the DDR – (you will need to advise us in writing at least three business days before we will debit your bank account), or
- Dispute a debit that has been made from your bank account – CareSuper will respond to your communication within five business days.

4. Due date for direct debits, weekends and public holidays

Your account will be debited as per the amount instructed by you, on the 20th of each month. When the due date (i.e. 20th of the month) falls on a weekend or public holiday, your account will be debited the next business day.

5. Make sure you have enough money in your account

You should make sure that you always have enough cleared funds in your account by the due date for us to debit your account.

If there isn't enough money (i.e. cleared funds) in your account, we will still make the debit. But if your bank dishonours the debit we may pass on to you any dishonour fees and/or any costs incurred by CareSuper.

6. Confidentiality

We will keep your bank account details confidential except when a Court order applies, or if CareSuper's bank needs information about your account, or if you give us permission to reveal your bank details.

7. Check that you give us your correct details

Before completing this CareSuper **Direct debit request** form, please check with your bank that:

- Your nominated bank account permits direct debit, as some banks or other financial institutions do not, and
- The account number you give us is correct (refer to your bank statement or contact your bank if necessary).

CareSuper can be contacted between the hours of 8am and 8pm EST Monday to Friday, as follows:

→ **Phone** 1300 360 149
Address GPO Box 1923 Melbourne Vic 3001

* Please note that where we talk about 'bank', this could also mean other financial institutions.



Return this completed form to:

CareSuper
GPO Box 1923
Melbourne VIC 3001

For more information
call the CareSuperLine

1300 360 149