

MEMBER DIRECT DEBIT REQUEST FORM



Request and authority to debit the account named below to pay the Fund

Please complete this form in **BLOCK** letters using blue or black pen.

REQUEST AND AUTHORITY TO DEBIT

Your surname:

Your given names: ("you")

I request and authorise **the Fund** (User ID number: 415682) to arrange, through its own financial institution, a debit to your nominated account any amount **the Fund**, has deemed payable by you.

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request – Service Agreement.

FINANCIAL INSTITUTION AT WHICH ACCOUNT IS HELD

Financial institution name:

Address:

State:

Postcode:

ACCOUNT TO BE DEBITED

Name/s on account (e.g. J & S Smith):

BSB number (must be six digits):

Account number:

ACKNOWLEDGMENT

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms of the Fund governing the debit arrangements between you and **the Fund** as set out in this Request and in your Direct Debit Request – Service Agreement.

Applicant's signature:

Date: (DD/MM/YYYY)

Address:

State:

Postcode:

Telephone:

ACCOUNT DETAILS AND AMOUNT

Membership number:

Date of birth (DD/MM/YYYY):

Deduction per month: \$

Deductions to commence (DD/MM/YYYY):

These contributions are (please tick the applicable box):

- Voluntary personal contributions in addition to my employer contributions
- Self-employed contributions
- Spouse contributions (Please attach a Spouse Contribution Form)

Please note: Deductions are always made on 20th day of each month (or next business day).

YOUR PRIVACY IS IMPORTANT TO US

LGIAsuper (the issuer of the Energy Super product) respects your privacy. All personal information collected via this form is protected in line with LGIAsuper's Privacy policy. To find out more about how we collect and manage your personal information, please refer to our privacy policy available at energysuper.com.au

DIRECT DEBIT REQUEST - SERVICE AGREEMENT

The following is your Direct Debit Service Agreement with **LGIAsuper (the Fund)**. The agreement is designed to explain 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. We recommend you keep this agreement in a safe place 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 form.

1. DEBITING YOUR ACCOUNT

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 of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

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. AMENDMENTS BY US

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. AMENDMENTS BY YOU

You may change or defer a debit payment, or terminate this agreement by providing us with at least fourteen **(14 days)** notification by writing to: **the Fund** or arranging it through your own financial institution.

4. YOUR OBLIGATIONS

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.

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.

You should check your account statement to verify that the amounts debited from your account are correct

If **LGIAsuper (the Fund)** is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay **the Fund** on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. DISPUTE

If you believe that there has been an error in debiting your account, you should notify us directly on **1300 436 374** 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 with your financial institution direct.

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.

If we conclude as a result of our investigations 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.

6. ACCOUNTS

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) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

7. CONFIDENTIALITY

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.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. NOTICE

If you wish to notify us in writing about anything relating to this agreement, you should write to **the Fund**.

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

Any notice will be deemed to have been received on the third banking day after posting.

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 **LGIAsuper (the Fund)**, (the Debit User) you have authorised by signing a direct debit request.
- you means the customer who signed the Direct Debit Request.
- your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.

RETURN THIS FORM

Energy Super

PO Box 10530

Brisbane Adelaide Street QLD 4000

F 07 3229 7523

E member@energysuper.com.au
(as a scanned email attachment)

TALK TO US

T 1300 436 374

E info@energysuper.com.au

W energysuper.com.au

Energy Super

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Brisbane QLD 4000

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