

**Mail to:**

P O Box 7540  
GCMC QLD 9726  
Phone 07 5555 5656  
Fax 07 5574 0400

# Request for Direct Debit

Diversa Trustees Limited  
(AFSL 235153)  
(RSE Licence No L0000635)

I/We

ACN/ABN

Request and authorise Diversa Trustees Limited (DTL) (Debit User Identification Number 251627) to arrange for any amount DTL may debit or charge through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).

**Insert name and address of financial institution at which your account is held:**

Name

Branch Address

Suburb/Town

State  Postcode

**Insert details of account to be debited**

Name of Account

BSB Number  Account Number

Type (Please tick box)  Savings  Cheque  Other

**Amounts to be debited**  Monthly  One Off

Super Guarantee \$	Employer Additional \$	Salary Sacrifice \$	Member Concessional \$	Member Non-Concessional \$
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Member Name  No

For regular monthly payments, the first debit will be made on the 15th day of the month following the receipt of the form by the Plan Administrator and at monthly intervals after that (please note DTL arranges debits on the 15th of each month or the next Business Day after the 15<sup>th</sup>.)

**Acknowledgement**

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the direct debit arrangement between you and DTL as set out in this request and in your Direct Debit Request Service Agreement (refer the reverse side of the form).

**Insert authorised signature/s**

Signature  Date

Full Name  Position

Signature  Date

Full Name  Position

Street Address

Suburb/Town

State  Postcode

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## Direct Debit Request – Service Agreement

### 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.

**business day** means a day other than a Saturday, Sunday or a public holiday listed throughout Australia

**debit day** means the day on which the 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 you and us

**us, our or we** means Diversa Trustees Limited as Trustee for DIY Master Plan

**you** means the client 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 of the arrangement between us and you.
- 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 business day, we may direct your financial institution to debit your account on the following business 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

We may vary the 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 arrangement under a direct debit request by contacting us on 07 5555 5656.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least seven (7) days before the next debit day. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us seven (7) days written notice before the next debit day. This notice should be given to us in the first instance

### 4. Your obligations

- 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 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.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct
- 4.4 If DTL is liable to pay GST on a supply made in connection with this agreement, then you agree to pay DTL 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 07 5555 5656 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 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.
- 5.4 If you have any queries about an error made in debiting your account you should contact us in the first instance so that we can attempt to resolve the matter between us and you. 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. 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 bank 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

- 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 or
  - (b) for the purposes 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 us at P O Box 7540 GCMC QLD 9726.
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.