



**IOOF**

# ESSENTIAL INVESTMENT

27 August 2021

## Direct Debit Request

Please complete these instructions in **BLACK INK** using **CAPITAL LETTERS** and  boxes where provided.

Depending on the type of instruction(s) you wish to give, please tick the applicable box(es) and follow the relevant steps in this form.

Instruction	Steps to complete
<input type="checkbox"/> One-off direct debit request	Steps 1, 2, 3 & 6
<input type="checkbox"/> New or change to existing direct debit	Steps 1, 2, 4 & 6
<input type="checkbox"/> Direct debit cancellation	Steps 1, 5 & 6

### Step 1: Client details

Account number (if known)

Account Name

### Step 2: Financial institution details

Name of financial institution

Account name

BSB  -   Account number

### Step 3: One-off initial direct debit details

Preferred date of the one-off direct debit:

As soon as practical

**OR**

Indicate the preferred date  /  /

**Please note:** An application to establish a one-off direct debit must be received at least five business days before the preferred date to ensure that your deduction is processed. If an application is not received within this time frame or no date is specified, the one-off direct debit will be deducted on the first processing date possible.

Amount to be debited from account \$

### Step 4: Ongoing direct debit details

Direct debits will be processed on the first business day after the 16th or 28th of each month.

**Month to begin**   / 2 0

**Amount to be debited from account** \$

**Frequency**  Monthly  Quarterly  Half-yearly  Yearly

**Frequency date**  16th  28th

### Step 5: Direct debit cancellation

Please cancel my direct debit from   /   / 2 0

**Please note:** We must receive your request to cancel your direct debit at least five days BEFORE your direct debit processing date to ensure it can be cancelled on the date you have indicated.

### Step 6: Declaration and signature(s)

**Important note:** The Service Operator 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 Service Operator’s privacy policy, available at [www.ioof.com.au/privacy](http://www.ioof.com.au/privacy).

I/We authorise the Service Operator via the Custodian (Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023), (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 2. This is subject to the terms and conditions of the DDR Service Agreement and any further instructions provided on this form. This authority allows the debiting of amounts payable by the client under the agreement between the client and the Service Operator.

I/We consent to the collection and use of the above information by the Service Operator 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 Essential Investment, as set out in this request and in the DDR Service Agreement.

**If the financial institution account is held in joint names or requires multiple signatures , please ensure the relevant signatories sign below. For joint accounts all account holders must sign.**

**Note for Power of Attorney:** If this form is signed under a Power of Attorney, please attach a certified copy of the Power of Attorney to this form. If signed under Power of Attorney, the attorney certifies that he/she has not received notice of revocation of that power. You generally cannot sign under Power of Attorney if acting on behalf on entity.

I/We authorise that for any subsequent one-off deposits or to increase or decrease a deposit amount nominated under this Direct Debit Request service agreement, I/We must provide valid instructions to the Service Operator by letter or via email either directly to the Service Operator or via my/our adviser.

#### Signature

Signatory 1  Date   /   /

Title (such as Investor/Director/Trustee as applicable)

Full name

#### Additional signatures (if required)

Signatory 2  Date   /   /

Title (such as Investor/Director/Trustee as applicable)

Full name

Signatory 3		Date							
Title (such as Investor/Director/Trustee as applicable)									
Full name									
Signatory 4		Date							
Title (such as Investor/Director/Trustee as applicable)									
Full name									
Signatory 5		Date							
Title (such as Investor/Director/Trustee as applicable)									
Full name									
Signatory 6		Date							
Title (such as Investor/Director/Trustee as applicable)									
Full name									
Common seal (of company) if required									

**Please forward all correspondence and enquiries to**

**Post** IOOF Essential GPO Box 264, Melbourne VIC 3001  
**Email** clientfirst@ioof.com.au  
**Telephone** 1800 913 118  
**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 Service Operator – IOOF Investment Services (ISL) Ltd ABN 80 007 350 405, AFSL 230703 to, via the custodian (Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023), (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.

### ISL's service commitment

This agreement outlines our service commitment to you in respect of the DDR arrangements made between you and the Service Operator. 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 as soon as the funds are available or on the first business day after the 16th or 28th 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.

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 ClientFirst on 1800 913 118 or email [clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au).

### Complaints

If you have a complaint in relation your your DDR arrangement (or wish to obtain further information about the status of an existing complaint), please contact Customer Care on 1800 913 118 or write to Customer Care, GPO Box 264, Melbourne VIC 3001.

We will provide you with all reasonable assistance and information you may require for the purpose of making a complaint and assist you in understanding our complaints handling procedures. We aim to provide a formal response within 28 days of our acknowledgment of the complaint.

You have the option to lodge a complaint with AFCA directly rather than lodging a complaint with us. Otherwise, you can also lodge a complaint with AFCA if you are not satisfied with our response or if your complaint has not been resolved within the maximum timeframe prescribed by ASIC's Regulatory Guides (RG 165/RG 271). AFCA provide a fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstance expires.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Tel: 1800 931 678 (Free call)

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

## 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, it is your responsibility to advise us to cease deductions on that account if payments from that account are to cease. No refund of over payments will be made if we are not advised to cease deduction of payments from a third party account.**

**Please forward all correspondence and enquiries to**

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