



Direct Debit Request

- IOOF Personal Super
- IOOF Pension

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

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	1, 2, 3, 5 & 7
<input type="checkbox"/> New or change an ongoing direct debit	1, 2, 4 & 7
<input type="checkbox"/> Cancel an existing ongoing direct debit	1, 6 & 7

*Where adding Financial Adviser Authority in Step 2, please also complete Step 8.

Step 1: Account details

Account number

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

Given name(s)

Date of birth / /

Step 2: Financial institution details

Name of financial institution

Account name

BSB - Account number

Direct Debit Financial Adviser Authority (Optional)

Please tick the option below if you would like to authorise your financial adviser and their support staff to:

- Subsequently amend the regular direct debit request to increase or decrease the amount or frequency specified in this form, and
- allow them to request a one-off direct debit for any amount in the future from the financial institution noted above.

You would like to authorise your financial adviser to make amendments to your regular direct debit request and/or to request one-off direct debits for any amount from the financial institution noted above.

Please note: Any instruction received under this authority from your financial adviser or their support staff must be submitted to us in writing. You can write to us to revoke this authority at any time.

If ticked, your financial adviser must also complete Step 8.

Step 3: One-off initial Direct debit details

As soon as practicable

OR

Indicate the preferred date* / /

*Your preferred date must be a date that is at least 5 business days after this form is received by us. If not, or if no date is specified we may process the direct debit as soon as practicable.

Please note: Once this request is processed, the funds will be invested as per your existing standing investment instructions the next business day. If you would prefer your funds not to be invested the next business day, please update your standing investment instructions accordingly.

Amount to be debited from account \$

Contribution type Personal (after tax salary or wages)* Spouse contribution Downsizer contribution**
 Personal Injury Payment*** CGT small business contribution***

* If you want to claim a tax deduction for your personal contribution, please complete a tax deduction notice which can be obtained from our website or contact Client First. If this contribution is part of the pension purchase price the tax deduction notice needs to be submitted and processed prior to the pension commencing.

** You must provide us with a completed ATO downsizer form before or at the time of making your downsizer contribution. The form is available from our website or by contacting ClientFirst.

*** Please complete the appropriate election form which can be obtained from our website or by contacting ClientFirst.

For **personal contributions** paid from a company or trust bank account, please confirm the following:

By ticking this option you confirm that these contributions are from monies that you are personally entitled to.

Step 4: Ongoing direct debit details (Super only)

Date to begin* / /

Frequency Monthly Quarterly Half-yearly Yearly

Amount to be debited from account \$

Contribution type Personal (after tax income)** Spouse contribution

* If this request is not processed in time to meet this date, we'll use the next available date to process your direct debit.

** For information on claiming a tax deduction for personal superannuation contributions please refer to the 'Claiming a tax deduction for personal contributions' information sheet available on our website.

Please note: Once this request is processed, the funds will be invested as per your existing standing investment instructions the next business day. If you would prefer your funds not to be invested the next business day, please update your standing investment instructions accordingly.

Step 5: Deposit Instruction

Ongoing direct debits this will be invested as per your Deposit Instruction. If you want to make changes to your existing Deposit Instructions, please update prior to sending us your direct debit request.

Once-off direct debits we will invest as per your Deposit Instruction. If you want to invest into alternative investments, you can tell us below to allocate to your Cash Account. Once in your Cash Account your adviser can submit any buys online.

Apply 100% to Cash Account for your once-off direct debit.

Step 6: Direct debit cancellation

Please cancel my ongoing direct debit from / /

Please note: We must receive your request to cancel your ongoing 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 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 www.ioof.com.au/privacy.

You authorise the Trustee via the Custodian (IOOF Investment Services Ltd ABN 80 007 350 405, AFSL 230703) 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. By signing this direct debit request, you acknowledge the debit arrangements between yourself and IOOF are subject to the terms and conditions of the DDR Service Agreement and any further instructions provided on this form, which you have read and understood.. This authority allows the debiting of amounts payable by the member under the agreement between the member and the Trustee.

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

Please tick the option below if you have an arrangement with your financial institution to accept a single signatory for a joint account:

By selecting this option you confirm that the operation of your joint account allows for a single signatory and you are authorised to act individually over this joint account.

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 they have not received notice of revocation of that power. You generally cannot sign under Power of Attorney if acting on behalf on entity.

Account holder signature 1		Date			
Account holder signature 2		Date			

Step 8: Declaration by Financial Adviser

Only required if your client has authorised you as their agent in Step 2, to act on their behalf to amend the regular direct debit specified in this form, and to request a one-off direct debit from the financial institution nominated on this form.

In submitting this request:

- I declare that i am authorised to instruct the Trustee to direct debit funds from the financial institution nominated in this form and the applicant has authorised me as their agent, to request direct debits from their financial institution.
- I release and indemnify the Trustee and any member of the Insignia Financial Group from and against all demands, actions, proceedings, losses, liabilities and costs arising directly or indirectly out of or in connection with any direct debit instructions provided under this authority.

Signature of financial adviser		Date			
Full name					
Licensee name					

Please forward all correspondence and enquiries to

Post IOOF, GPO Box 264, Melbourne VIC 3001
Email clientfirst@ioof.com.au
Telephone 1800 913 118
Fax 03 6215 5800
Web www.ioof.com.au

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, AFSL 230524, via the Custodian, IOOF Investment Services Ltd (ABN 80 007 350 405, AFSL 230703), 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 as soon as the funds are available or on the first available business day after the specified date 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. Please be advised that once this application to debit your financial institution account has been processed, the funds will be invested as per your standing investment instructions the next business day. Insignia Financial will not be liable for any losses which may occur due to market movements should your direct debit request be dishonoured or rejected by your financial institution.

Please ensure that your financial institution accepts direct debit requests, you have sufficient funds to cover the amount and it falls within your debit limits (if any). If you would prefer your funds not to be invested the next business day, please update your standing investment instructions accordingly.

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.

Resolving Complaints

We value your feedback and we're committed to resolving any concerns you may have. If you have a complaint, our service representatives can usually resolve it quickly over the phone on **1800 517 124**.

If you'd prefer to put your complaint in writing, you can email or send a letter using the contact details below:

Email: clientfirst@ioof.com.au

In writing: The Complaints Resolution Manager
GPO BOX 264, Melbourne VIC 3001

An assigned case manager will conduct a fair review and provide you with a full response in writing.

Further Help – The Australian Financial Complaints Authority (AFCA)

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 the Australian Securities and Investment Commission (ASIC). AFCA provide a fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Tel: 1800 931 678 (Free call)

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

Time limits may apply to complain to AFCA so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

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.