



Office use only

# Direct debit authority.

## Personal contributions deducted directly from your bank account

September 2016

If you require any further information or assistance regarding this application please contact us on **1300 467 875** 8am - 8pm AEST Monday - Friday before sending this application.

Please ensure that you complete all mandatory sections and fields marked with an asterisk (\*) in dark blue or black ink.

On completion, please return this form to the following address: Locked Bag 5046, Parramatta NSW 2124.

### Your Privacy

Hostplus is seeking to collect personal information from you today so that it may set up a superannuation account for you as well as administer this superannuation account on an ongoing basis. The personal information we are seeking to collect from you is your name, address, date of birth, contact details and your banking details. We need to collect the requested personal information from you for to complete your request today. If you do not provide this information, we will be unable to update your details and proceed with your request.

The Hostplus privacy policy is available on the Hostplus website at [hostplus.com.au/privacy](http://hostplus.com.au/privacy) and includes information about overseas disclosure of personal information, how you may access and seek correction of your personal information as well as how you can make a complaint about a breach of your privacy.

Hostplus usually discloses your personal information to our administrator Australian Administration Services Pty Limited (AAS) ABN 62 003 429 114, mail houses, our insurer Metlife Ltd and the ATO. AAS (a company within the LINK Group of companies) may also disclose your personal information to overseas recipients. Please see the LINK Group's Privacy Policy at <http://www.linkgroup.com/privacy.html> for further information.

## 1 Provide request and authority to debit.

Hostplus membership number*	Date of birth*	
<input type="text"/>	<input type="text"/>	
Given names*		
<input type="text"/>		
Surname*		
<input type="text"/>		
Current address*		
<input type="text"/>		
Suburb	State	P/C
<input type="text"/>	<input type="text"/>	<input type="text"/>
Country		
<input type="text"/>		

I request and authorise Hostplus Administration (Australian Administration Services Pty Limited (AAS) ABN 62 003 429 114, the user, user ID number 116299) to arrange for any amount Hostplus Administration may debit or charge me through 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).

## 2 Provide your account details.

Financial institution's name\*

Address\*

Suburb

State

P/C

Country

Name of account (for example John Smith)\*

BSB number\*

-

Account number\*

## 3 Nominate the debit amount.

Frequency of deduction\*

Twice monthly

Monthly

Quarterly<sup>^</sup>

Yearly<sup>^</sup>

If you have selected twice monthly or monthly, when would you like the amount to be deducted?

**Please note:** If you have selected twice monthly please choose two dates.

7th

14th

21st

28th

Date of first direct debit<sup>^</sup>

Amount to be deducted \$

\$

Amount in words

<sup>^</sup> Please note: Quarterly direct debits will occur during the last week of the month ending each business quarter (March, June, September and December). Yearly direct debits will occur on the 28th day of the month received. If received after this date, direct debiting will occur on the 28th day of the following month.

## 4 Sign the declaration.

By signing this direct debit authority you acknowledge that you've read and understood the terms and conditions governing the debit arrangements between you and Hostplus Administration (Australian Administration Services Pty Limited (AAS) ABN 62 003 429 114) as set out in this Request and in the Direct Debit Request Service Agreement.

I acknowledge that I have read and understood the Direct Debit Service Agreement on the reverse of this form.

By signing this form, I acknowledge that I've read and understand the relevant terms and conditions of my contribution.

I have read and understood the Hostplus privacy policy.

Signature of applicant\*

Date\*

**When you have completed this form please send it to:**

Hostplus, Locked Bag 5046, Parramatta NSW 2124 or give it to your employer to send with their next contribution to the fund.

## 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 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 (and includes any Form PD-C approved for use in the transitional period).

**us or we** means Hostplus Administration (Australian Administration Services Pty Limited (AAS) ABN 62 003 429 114) you have authorised by signing a direct debit request.

**you** means the customer 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

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least 14 days' written notice.

### 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on 1300 467 875.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 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 14 days' notice in writing 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 National Australia Bank Limited ABN 12 004 044 937 (National) is liable to pay goods and services tax (GST) on a supply made by the National in connection with this agreement, then you agree to pay the National 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 1300 467 875 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 Any queries you may have about an error made in debiting your account should be directed to 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

- 6.1 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 this direct debit authority.

### 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: Hostplus, Locked Bag 5046 Parramatta NSW 2124
- 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.
- 8.3 Any notice will be deemed to have been received two business days after it is posted.