

## Direct debit request for employers

### Information for employers

This form is a request to set up a direct debit arrangement with Aware Super.

#### Step 1: Complete your details

Company name

Contact person

Street address  
(must be provided)

Postcode

Postal address  
(if the same as your street address, mark 'AS ABOVE')

Postcode

Phone number

(during working hours)

#### Step 2: Complete your direct debit details

I/We request the trustee, until further notice in writing, to debit my/our account described below:

Name of financial institution

Address of financial institution

Postcode

#### Account details:

Name of account to be debited

BSB

Account number



Please retain this direct debit service agreement for your records

### Direct debit service agreement

This agreement outlines our service commitment to you regarding Direct Debit Request (DDR) arrangements made between the trustee and you. It sets out your rights, our commitment to you and your responsibilities, together with where you should go for assistance.

If you have any queries concerning this agreement or any debits made under it, please call your account consultant.

#### 1. Drawing arrangements

In terms of the DDR arrangement made between the trustee and signed by you, the trustee undertakes to debit your nominated account the same business day for the amount specified when instructed by you, as long as the amount is submitted with your contribution details before 3.30pm. Any amount submitted after this time will be debited from your account on the next Melbourne business day.

The trustee will not alter the direct debit amount you submit at any time and will only debit your nominated account when instructed 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.

#### 2. Changes to this arrangement

The trustee will not make any changes to this DDR arrangement unless advised by you. To change your DDR arrangement you must complete another Direct Debit Request form and return it to the trustee. Changes to your DDR arrangements may include:

- changing the account from which your direct debits are made
- changing the business address.

**Step 3:**  
Read the *Privacy Brochure (personal information)*

The personal information provided on this form is collected by and held for Aware Super, in accordance with the Australian Privacy Principles of the Privacy Act 1988 (Cth), for the purpose of administering accounts and providing services associated with fund membership. For further information about how personal information is handled, please call us on **1300 366 216** or visit [vicsuper.com.au/privacy](http://vicsuper.com.au/privacy) to view the privacy policy (a hard copy of the policy may also be provided on request). The policy contains information about access to and correction of personal information, how a complaint can be made about a privacy breach and other important information about how personal information is collected, used and disclosed.

**Step 4:**  
Please sign to commence your Direct Debit Request arrangement with the trustee

I/We have read and acknowledge that this direct debit arrangement is governed by the Direct debit service agreement.

**To be signed by authorised parties:**

Name

Signature 1  Date

Name

Signature 2  Date

**Step 5:**  
Send your form to us

Send your completed form to:  
**VicSuper, GPO Box 89 Melbourne Vic 3001**

### 3. Your obligations

You must ensure that:

- your nominated account can accept direct debits, your financial institution will be able to confirm this for you
- on each drawing date, there are sufficient cleared funds in the account
- you advise the trustee if the account you nominated is transferred or closed
- the details you give the trustee of your nominated account are correct
- if your drawing is returned or dishonoured by your financial institution,

The trustee will inform you in writing. We may decide to recover from you any dishonour fees charged by the bank.

### 4. Enquiries

If you have queries about your DDR arrangements with the trustee, please contact your account consultant.

All personal information held by the trustee will remain confidential, except the information required by the trustee financial institution to initiate drawing from your nominated account.

### 5. Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to contact us directly by calling your account consultant who will respond to your query:

- within five working days (for queries lodged within 12 months after the disputed drawing), or
- within 30 working days (for queries lodged more than 12 months after the disputed drawing).

The trustee will refund the drawing amount if we cannot substantiate the reason for the drawing. Your financial institution will ask you to contact us to resolve your disputed drawing, prior to involving them.

Aware Super Pty Ltd, ABN 11 118 202 672, AFSL 293340,  
The trustee of Aware Super ABN 53 226 460 365.