





**Step 3: (continued)**  
Nominate or change your account to be debited and your payment details

- I/we understand that by signing this form, I/we:
- authorise VicSuper Pty Ltd (User ID: 229600) to arrange for the specified funds to be debited from the account nominated above and transferred to VicSuper.
  - acknowledge that the specified funds will be debited on the start date and payment frequency I have chosen above, until I/we authorise VicSuper to stop this arrangement.
  - acknowledge that I/we have read and understood the service agreement attached to this form.
  - have received and read VicSuper's privacy information. See Step 4.

Signature (Account holder 1)  Date

Signature (Account holder 2)  Date

**Step 4:**  
Read the *Privacy Brochure (personal information)*

The *Privacy Act* 1988 (Cwlth) governs the proper handling of personal information including how an organisation collects, uses, discloses and stores personal information.

You should have received information on how VicSuper handles personal information, either in your PDS or in VicSuper's *Privacy brochure (personal information)*. If you have not received this information or would like another copy sent to you, please call our Member Centre on **1300 366 216**.

**Step 5:**  
Please sign to commence or change your Direct Debit Request arrangement with VicSuper

- This section must be completed and signed by the VicSuper member making personal contributions via direct debit.
- Please tick the box below that applies to your situation.

I declare that I am under age 65.

I declare that I am aged between 65 and 74 and have been gainfully employed for at least 40 hours in a period of not more than 30 consecutive days in the financial year in which my contribution is being made.

I certify that I:

- currently meet the eligibility requirements to make personal contributions.
- understand the contributions will be invested according to my current investment options or, if I have elected, my future contribution nomination.
- agree to notify VicSuper if I no longer meet the eligibility requirements for making personal contributions.
- am aware of the contribution caps mentioned in Step 3.

Signature  Date



Please retain this direct debit service agreement for your records

## Direct debit service agreement

This agreement outlines VicSuper's service commitment to you regarding Direct Debit Request (DDR) arrangements made between VicSuper Pty Ltd 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 our Member Centre on **1300 366 216**.

### 1. Initial terms of the arrangement

- In terms of the DDR arrangements made between VicSuper and signed by you, VicSuper undertakes to periodically debit your nominated account (see Step 3) for the amount specified in Step 3 for contribution into your nominated VicSuper account.

### 2. Drawing arrangements

- The first drawing under this DDR arrangement will take place on the start date you have selected. If we receive your form on or after five days from the start date selected, the first drawing may happen on the next scheduled drawing date.
- Thereafter, we will debit your account on your selected payment day and frequency.

### 3. Changes or enquiries

- VicSuper will not make any changes to this DDR arrangement unless advised by you.
- To change your DDR arrangement, you must complete another *Personal contributions via direct debit* form (V307) and return it to VicSuper **at least five working days** prior to the next scheduled payment date (the first working day of the month).
- Changes to your DDR arrangements may include:
  - changing the account from which your direct debits are made
  - changing your payment amount.
- All personal information held by VicSuper will remain confidential, except the information required by VicSuper's financial institution to initiate drawing from your nominated account.

### 4. Deferring or cancelling this arrangement

- You can defer or cancel your DDR arrangement with VicSuper at any time.
- To defer or cancel your DDR arrangement, you must complete another *Personal contributions via direct debit* form (V307) and return it to VicSuper **at least five working days** prior to the next scheduled payment date (the first working day of the month).
- If the above request is not received by VicSuper **at least five working days prior** to the next scheduled drawing date, the debit will be drawn as per your original DDR arrangement with VicSuper and acted on thereafter.
- If you wish to recommence direct debits from your account at a later date, you will need to complete another *Personal contributions via direct debit* form (V307) and return it to VicSuper.

**Step 6:**  
Please sign to  
defer or cancel your  
Direct Debit Request  
arrangement with  
VicSuper

- Complete this section to defer or cancel your Direct Debit Request arrangement with VicSuper.
- You can defer or cancel your Direct Debit Request arrangement with VicSuper by sending this form to VicSuper **at least five working days** prior to the next scheduled drawing date (the first working day of the month).
- Please select the relevant option:

**Deferring your Direct Debit Request arrangement**

To defer your Direct Debit Request arrangement, please complete the section below.

I certify that I:

- wish to defer my Direct Debit Request arrangement with VicSuper effective from:
- and wish to recommence my Direct Debit Request arrangement with VicSuper effective from:

Date

Date

(the first day of the month)

**Cancelling your Direct Debit Request arrangement**

To cancel your Direct Debit Request arrangement, please complete the section below.

I certify that I:

- wish to cancel my Direct Debit Request arrangement with VicSuper effective from:

Date

I understand if the above request is not received by VicSuper **at least five working days** prior to the next scheduled drawing date (the first working day of the month), that the debit will be drawn as per my original Direct Debit Request arrangement with VicSuper and acted on thereafter.

Signature

Date

**Step 7:**  
Send your form  
to VicSuper

Send your completed form to:  
**VicSuper, GPO Box 89 MELBOURNE VIC 3001**

VicSuper Pty Ltd ABN 69 087 619 412 AFSL 237333 is the Trustee of VicSuper Fund ABN 85 977 964 496

## Direct debit service agreement (continued)

### 5. 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 funds cleared in the account nominated in Step 3.
  - you advise VicSuper if the account you nominated in Step 3 is transferred or closed.
  - the details you give VicSuper of your nominated account are correct.
  - you meet the eligibility requirements for making personal contributions. See the 'Important information' section in the *Personal contributions via direct debit* form (V307).
  - you notify VicSuper if your circumstances change and you no longer meet the requirements for making personal contributions. See the 'Important information' section in the *Personal contributions via direct debit* form (V307).
- If your drawing is returned or dishonoured by your financial institution, VicSuper will inform you in writing and your payments will cease until you elect to recommence making personal contributions via direct debit. We may decide to recover from you any dishonour fees charged by the bank.

### 6. Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to contact us directly by calling our Member Centre on **1300 366 216**, between 8.30am and 5pm, Monday to Friday.
- If you do not receive a satisfactory response from us regarding your dispute, please contact your financial institution who will respond to you with an answer to your claim:
  - within five working days (for claims lodged within 12 months of the disputed drawing), or
  - within 30 working days (for claims lodged more than 12 months after the disputed drawing).
- VicSuper will refund the drawing amount if we can not substantiate the reason for the drawing.
- Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

The *Personal contributions via direct debit* form (V307) is available from the VicSuper website at [vicsuper.com.au/forms](https://vicsuper.com.au/forms). Alternatively you can call our Member Centre on **1300 366 216** to request a copy to be sent to you.