

Lifepan Direct Debit Request Form

Membership Number

Please PRINT clearly in Black pen keeping well within the boxes.
Start at the left, write one letter in each box and leave one box between words.

A. MEMBER DETAILS

Title	<input type="text"/>	Last Name	<input type="text"/>
First name	<input type="text"/>		
Address	<input type="text"/>		
Suburb	<input type="text"/>		
State	<input type="text"/>	Postcode	<input type="text"/>
Phone Number	<input type="text"/>	Mobile Phone	<input type="text"/>

B. PAYMENT DETAILS

I/We authorise Lifepan (User ID number: 026445) to debit this amount annually from my/our specified account as follows:

Amount \$

C. FINANCIAL INSTITUTION ACCOUNT DETAILS

Bank	<input type="text"/>	Branch Name	<input type="text"/>
Address	<input type="text"/>		
Account Holder Name	<input type="text"/>		
BSB Number	<input type="text"/>	Account Number	<input type="text"/>

D. DECLARATION

I/We acknowledge that this Direct Debit arrangement is governed by the terms of the Lifepan Direct Debit Client Service Agreement as set out on the back of this request. I/we understand Lifepan will deduct a payment after receiving this application form. In the event of changes to my rates or cover I/we also authorise Lifepan to alter the amount of deductions without prior notice. I/we will monitor my account and ensure the correct payments are being deducted. I/we confirm that I/we have read and understand the Client Service Agreement overleaf and have retained a copy for future reference:

Signature of Account Holder

Signature of Account Holder

Return by Fax to:
Fax us the completed form on 1800 804 890

Return by Post to:
Lifepan Funds Management
Reply Paid 89
Adelaide SA 5001

111 Gawler Place. Adelaide SA 5000 Tel 1300 1300 38 Fax 1800 804 890
Lifepan Funds Management is a business name of Lifepan Australia Friendly Society Ltd.
ABN 78 087 649 492 AFSL 237989



Lifepan Direct Debit Client Service Agreement

OUR COMMITMENT TO YOU

We will give a copy of this Client Service Agreement to all new customers lodging a Direct Debit request form and to any other customer on request.

We will advise you, in writing of any change to the Lifepan Direct Debit Client Service Agreement at least 14 calendar days prior to the date of any such change.

Where the date nominated for the debit to be made ("Due Date") falls on a non business day, we will draw the amount on the next business day.

We will not change the amount or frequency of drawing arrangements without your prior approval.

If you are making a once only lump sum payment, we will deduct this amount only once from your account nominated on this form. Lifepan will require three business days notice. No further deductions will take place under this direct debit client service agreement.

We reserve the right to cancel the Lifepan Direct Debit drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.

We will keep your personal information private and confidential except to the extent that we may share information with our related entities to inform you about other products and services. You may advise us in writing if you wish to prohibit the sharing of that information.

We will resolve any dispute of a Direct Debit drawing within seven business days and in the course of resolution we may share information with Lifepan's Direct Debit sponsor.

YOUR RIGHTS

You may terminate the Lifepan Direct Debit drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 3 business days prior to the Due Date.

You may stop payment of a drawing under the Lifepan Direct Debit by giving written notice. Such notice should be received by us at least 3 business days prior to the Due Date.

You may request change to the drawing amount and/or frequency of the Lifepan Direct Debit drawings by advising us in writing of your requirements no less than 3 business days prior to the Due Date.

You may dispute a Lifepan Direct Debit drawing by advising us in writing of the full details of the transaction. You must include the account numbers of both the account to be debited and credited, the amount, date, nature and circumstances of the disputed transaction. Lifepan will investigate your claim and in the event of a debit being transacted incorrectly a full refund will be provided within seven days.

YOUR COMMITMENT TO US

It is your responsibility to ensure that the nominated account can accept direct debits and that sufficient cleared funds are available in the nominated account to meet a drawing on its Due Date.

It is your responsibility to ensure that the authorisation given to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where the account is based.

It is your responsibility to advise us in writing if the account nominated by you to be debited is transferred or closed.

It is your responsibility to arrange with us a suitable alternate payment method if the Lifepan Direct Debit drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.

It is your responsibility to meet any bank charges you may incur from your use of the direct debit system.

It is your responsibility to contact Lifepan direct for any query or dispute in relation to any Direct Debit transactions. Please direct all telephone enquiries to 1300 1300 38.