

Direct debit client service agreement

By completing and signing the Direct Debit Request Authorisation included in the application form, you authorise us to draw on your nominated account with the following understanding:

- We will advise you, in writing of any change to this direct debit client service agreement at least 14 calendar days prior to the date of any such change.
- Were the due date of the debit to be made 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 the direct debit form. Lifeplan will require 3 business days notice. No further deductions will take place under this direct debit client service agreement.
- We reserve the right to cancel the direct debit arrangements if 3 or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternate payment method. We may, at our discretion, pass onto you any costs we incur due to any direct debit refusal by deducting the cost from your investment.
- We will resolve any dispute of a direct debit drawing within 7 business days and in the course of resolution we may share information with Lifeplan's direct debit sponsor.

Your rights

- You may terminate the direct debit 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 direct debit under the agreed arrangements by giving us written notice. Such notice should be received by us at least 3 business days prior to the due date.
- You may change the direct debit amount by advising us in writing of your requirements no less than 3 business days prior to the due date.
- You may dispute a 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. Lifeplan will investigate your claim and in the event of a debit being transacted incorrectly, a full refund will be provided within 7 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 direct debit arrangements are cancelled either by yourselves or the nominated financial institution.
- It is your responsibility to contact Lifeplan direct for any query or dispute in relation to any direct debit transactions. Please direct all telephone enquiries or 1300 1300 38.
- It is your responsibility to meet any changes you may incur from your use of the direct debit system.