





# Direct Debit Service Agreement

## **If you decide to make your regular contributions through a direct debit arrangement, the following service agreement applies**

### **Our commitment to you**

- a) The Trustee will give you at least 14 days notice in writing before changing the terms of the debiting arrangements, unless the changes are made at your request;
- b) The Trustee will keep information relating to your nominated account confidential, except where required for the purposes of conducting direct debits with your financial institution; and
- c) Where the debiting day is not a business day, the Trustee will draw from your nominated financial institution account on the next business day.

### **Your commitment to us**

It is your responsibility to:

- ensure your nominated account can accept direct debits;
- ensure there are sufficient funds available in the nominated account to meet each direct debit on the due date;
- advise us if the nominated account is transferred or closed, or the account details change; and
- ensure that all account holders on the nominated account agree to the debiting arrangement.

### **Your rights**

- a) Subject to the terms and conditions of your arrangement in REI Super, you may alter the debiting arrangements. Such advice should be received by us at least four (4) working days before the debiting date for any of the following:
  - altering the direct debit request;
  - deferring a drawing;
  - stopping an individual debit;
  - suspending the direct debit request; and
  - cancelling the debiting arrangement completely.
- b) Where you consider that a debit has been initiated incorrectly, you should contact the REI Super Helpline on 1300 13 44 33. If the Trustee 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.

### **Other information**

- a) The details of your debiting arrangements are contained in the direct debit request;
- b) The Trustee reserves the right to ask that instructions from a customer to stop or in any way alter the debiting arrangement, are in a written or electronic form;
- c) The terms and conditions of REI Super govern your regular contributions by direct debit. This allows the Trustee to cancel your direct debit request after writing to you if debits are dishonoured by your financial institution;
- d) The Trustee may vary the amount to be deducted from the nominated account or the frequency of future debits by giving you at least 14 days notice in writing; and
- e) Financial institution fees (including dishonour charges) may also apply to this debiting arrangement.

