REI Super

Member Direct Debit Request

You can use this form to start or vary regular, post-tax contributions to REI Super.

If you need help

For assistance call the REI Super Helpline on 1300 13 44 33.

Step 1 – Complete your personal details

Please print in black or blue pen, in uppercase, one character per box. A ✓

Title Mr Mrs Ms Miss Other Date of birth / /

Given names

Surname

Postal address

Suburb State Postcode

Daytime telephone - Mobile -

Email

Membership number

Your privacy

The Fund is administered by us along with our service provider, Mercer Outsourcing Australia Pty Ltd (Mercer). We collect, use and disclose personal information about you in order to manage your superannuation benefits and give you information about your super. We may also use it to supply you with information about the other products and services offered by us and our related companies. If you do not wish to receive marketing material, please contact us on 1300 13 44 33.

Our Privacy Policies are available to view at reisuper.com.au or you can obtain a copy by contacting us on 1300 13 44 33.

If you do not provide the personal information requested, we may not be able to manage your superannuation.

We may sometimes collect information about you from third parties such as your employer, a previous super fund, your financial adviser, our related entities and publicly available sources.

We may disclose your information to various organisations in order to manage your super, including your employer, our professional advisers, insurers, our related companies which provide services or products relevant to the provision of your super, any relevant government authority that requires your personal information to be disclosed, and our other service providers used to assist with managing your super.

In managing your super your personal information will be disclosed to service providers in another country, most likely to Mercer's processing centre in India. Our Privacy Policies list all other relevant offshore locations.

Our Privacy Policies set out in more detail how we deal with your personal information and who you can talk to if you wish to access and seek correction of the information we hold about you. It also provides detail about how you may lodge a complaint about the way we have dealt with your information and how that complaint will be handled.

If you have any other queries in relation to privacy issues, you may contact us on 1300 13 44 33 or write to our Privacy Officer, GPO Box 4303, Melbourne VIC 3001.

Issued by REI Superannuation Fund Pty Ltd ABN 68056044770, AFS Licence No. 240569 RSE Licence No. L0000314 as Trustee for REI Super ABN 76641658449, Registration No. R1000412, MySuper unique identifier 76641658449129.

Step 2 – Specify your contribution account

Please deduct $ ___,___ (as post-tax member contributions in my member account).

Every ***(select an option ✓)*** ☐ month ☐ fortnight

Please contact the REI Super Helpline on 1300 13 44 33 for the relevant form if you wish to make any other type of contribution (other than post-tax member contributions via direct debit).

Step 3 – Request for direct debit

I request that the contribution above (in Step 2) be paid by way of direct debit from my account conducted with:

Name of institution

Branch

Account name

BSB ___ - ___

Account number

Direct debits can only be made from personal bank accounts (not business or employer accounts).

Step 4 – Sign the form

By signing this form I:

- understand that this request will replace any direct debit instructions I have provided to REI Super
- acknowledge that regular direct debits will be deducted in accordance with my election in Step 2 above. Monthly direct debits will occur on the 20th of each month; fortnightly direct debits will occur every 14 days commencing from the next regular cycle after this request form has been processed. If the direct debit is due on a non-business day then the direct debit will be on the next business day
- acknowledge that this direct debit arrangement is governed by the terms of the direct debit request service agreement
- have read and understood this form
- understand that the information contained in this form will be handled by the trustee to process my contributions
- understand that in processing the contributions my personal information may be disclosed to or accessed by administrators, government bodies, my employer and other parties as required
- understand and consent to my information being collected, disclosed and used in the manner set out in this form.

To action your direct debit request the signatures of all account holders are required if you have a joint financial institution account:

Signature ✗ Date __ / __ / ____

Signature ✗ Date __ / __ / ____

Please return your completed form to REI Super, GPO Box 4303, Melbourne, VIC 3001.

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.

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