

Please print in black or blue pen, in uppercase.

For assistance call the REI Super Helpline on **1300 134 433**.

Member number

☐ Mr	☐ Mrs	☐ Ms	☐ Miss	☐ Dr	Other
Given names 					
Surname 				Date of Birth (DD-MM-YYYY) - -	
Residential address 					
Suburb 				State 	Postcode
Postal address. If the same as your residential address, mark X in this box. ☐ 					
Suburb 				State 	Postcode
Mobile phone 		Home phone ()			
Email 					

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, **PO Box 832, Newcastle NSW 2300**.



Member Direct Debit Request cont...

> PART 2: SPECIFY YOUR CONTRIBUTION ACCOUNT

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

Select an option ☒ Every: 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).

> PART 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).

> PART 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
- have read and understood the Privacy Policy which is available at reisuper.com.au/privacy-policy and I consent to my personal information being collected and used by REI Super in accordance with this privacy policy.

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

Signature

Date

 / /

Signature

Date

 / /

Member Direct Debit Request cont...

➤ 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

- 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;
- 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
- 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

- 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.
- 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

- The details of your debiting arrangements are contained in the direct debit request;
- 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;
- 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;
- 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
- Financial institution fees (including dishonour charges) may also apply to this debiting arrangement.

➤ READY TO SEND US YOUR FORM?

Once you have completed and signed this form, please either:

Post: REI Super, PO Box 832, Newcastle NSW 2300

Email: admin@reisuper.com.au.

➤ WE'RE HERE TO HELP

If you need any assistance with filling out this form, or have any questions about super, please feel free to call us on **1300 13 44 33**.

