

Prime Super Direct Debit Request Service Agreement

Why an agreement?

Through the Direct Debit Request (DDR) you are allowing us to debit amounts from your bank/financial institution account. The amount, how often and the date we will debit your account depends on what you instruct us to do.

If Prime Super wants to change this agreement?

We will notify you at least 14 days before making any changes to this agreement.

If you want to change your direct debit or make an enquiry?

Please contact our customer service staff (see details below) if you wish to:

- delay or change your direct debit – you need to advise us at least ten days before the date we will debit your bank/financial institution account;
- cancel the DDR – you need to advise us at least three days before the date we will debit your bank/financial institution account;
- dispute a debit that has been made from your bank/financial institution account – Prime Super will respond to your dispute within five business days.

Weekends and public holidays

We will always try to debit your account on the date nominated by you, except when this falls on a weekend or a public holiday. In this case we will debit your account on the next business day.

Internet, fax or mail direct debit request

If you are making a direct debit request via the internet, fax or mail we will debit your account on the day of receipt or the next business day.

Make sure you have enough money in your account

You should make sure that you always have enough cleared funds in your bank/financial institution account for us to debit your account. If there isn't enough money (that is, cleared funds) in your account, we will still make the debit. But if your bank/financial institution dishonours the debit we may pass on to you any dishonour fees and/or costs incurred by Prime Super.

Check that you give us your correct details

Before completing the Prime Super Direct Debit Request Form, please check with your bank/financial institution that:

- your bank/financial institution account accepts direct debiting as some accounts don't; and
- the account number you give us is correct (refer to your bank/financial institution statement or contact your bank/financial institution if necessary).

Bank accounts and Building Society accounts can be nominated. Credit Union accounts cannot be nominated. This facility is not available for such accounts.

BSB Number – Identifies the bank/financial institution/State/Branch at which your account is held. Please contact your bank/financial institution if you are not sure of this number.

Account Number – Your bank/financial institution account number.

Member/Employer Number – Your Prime Super member/employer number.

Conditions of Use

To cancel or alter your direct debit, you must write to Prime Super giving details.

There must be enough money in the account on each day you have nominated for a deduction to occur.

If the deduction is dishonoured three times, this facility will cease immediately. A dishonour means that the deduction could not be made because there was not enough money in the nominated account.

If Prime Super is advised of a dishonour and any part of the dishonoured amount has been paid to an exited member, you will be liable to pay that amount to Prime Super.

If Prime Super is advised of a dishonour after all your superannuation benefit is paid out, you are liable to repay the dishonoured amount to Prime Super.

Privacy

Prime Super is dedicated to protecting all personal information provided on behalf of the clients. In line with the *Privacy (Private Sector) Act 2000*, we maintain all clients records in the strictest confidence. We only use the information for the purpose in which it was provided. Personal information will not be used or disclosed for any other purpose without your consent. The bank may require your details to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit. If you would like a copy of our Privacy Statement, please call 1800 675 839 or visit our website at

www.primesuper.com.au

Once completed please return this form to:

Prime Super
PO Box 2229
Wollongong NSW 2500

Enquiries: Freecall 1800 675 839
8.00am to 8.00pm Monday to Friday (EST)