

# Regular Voluntary Contributions via Direct Debit Request.



## STEP 1 VITAL STATISTICS

This section must be completed in full

Virgin Super Member Number	<input type="text"/>	Telephone	( ) <input type="text"/>
Title	<input type="text"/>	Given name(s)	<input type="text"/>
		Family name	<input type="text"/>
Your Company name or ABN (if applicable)	<input type="text"/>		

## STEP 2 YOUR FINANCIAL INSTITUTION DETAILS

Insert the name and address of the Financial Institution at which your account is held

Financial Institution	<input type="text"/>		
Branch Address	<input type="text"/>	<input type="text"/>	
	Street No.	Street Name	
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Suburb	State	Postcode

### Details of the account to be debited

Account holder	<input type="text"/>										
BSB number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Note:** To be eligible to make ongoing voluntary contributions into Virgin Super you must continue to satisfy any one of the conditions specified in pages 21-22 of the Product Disclosure Statement. If your circumstances change in the future, and you no longer fall within any one of the specified conditions, it is important that you contact Virgin Super immediately.

## STEP 3 DIRECT DEBIT REQUEST

I hereby request and authorise Virgin Super to arrange for my nominated amount to be debited through the Bulk Electronic Clearing System from an account held at the Financial Institution above subject to the terms and conditions of the Direct Debit Request Service Agreement attached (and any further instructions provided below).

Amount to be deducted	\$ <input type="text"/>	<input type="checkbox"/> Fortnightly	<input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly
Instruction (amount in words)	<input type="text"/>			
Starting date	<input type="checkbox"/> 7th	<input type="checkbox"/> 14th	<input type="checkbox"/> 21st	<input type="checkbox"/> 28th of each month

## STEP 4 YOUR AUTHORISATION

By signing this Direct Debit Request you acknowledge that you have read and understand the terms and conditions governing the debit arrangements between you and Virgin Super as set out in this application.

Signature	<input type="text"/>	Date	<input type="text"/>
(If signing for a company, sign and print full name and capacity for signing, for example: director)			
Full name	<input type="text"/>		
Title	<input type="text"/>		



Customer Care Team  
Virgin Super, Reply Paid 1489  
Wollongong DC, NSW 2500



1300 652 770  
8am – 6pm (EST)  
Monday – Friday  
if you need any help.

# Direct Debit Request Service Agreement.



Read this Direct Debit Request Service Agreement before completing the Direct Debit Request. By completing a Direct Debit Request, you acknowledge that you have read and understood the terms of the Direct Debit Request Service Agreement. You should keep a copy for your records.

## DEFINITIONS

**Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**Agreement** means this Direct Debit Request Service Agreement between you and us.

**Business Day** means a day other than a Saturday or a Sunday or a public holiday throughout Australia.

**Debit Day** means the day that your payment to us is due.

**Debit Payment** means a particular transaction where a debit is made.

**Direct Debit Request** means the direct debit request between us and you.

**Us or we** means Trust Company Superannuation Services Limited ABN 49 006 421 638 as trustee for Virgin Superannuation (Direct Debit User ID No. 270561).

**You or your** means you, being the customer who signed the direct debit request.

**Your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

## 1. Debiting your account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between you and us.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited, you should ask your financial institution.

## 2. Changes by us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days written notice.

## 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on 1300 652 770.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit payment at any time, by giving us fourteen (14) days before the next debit day. This notice should be given to us in the first instance.

## 4. Your obligations

- 4.1 You need to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or charges imposed or incurred by us; and
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 If we are liable to pay goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay us on demand an amount equal to the considerations payable for the supply, multiplied by the prevailing GST rate.

## 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 652 770 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we find that as a result of our investigations your account has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we find that as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4 You should call us if you have any queries about an error made in debiting your account so that we can attempt to resolve the matter between you and us. If we 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.

## 6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account, as direct debiting is not available on all accounts offered by financial institutions;
- (b) that your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the direct debit request, if you have any queries about how to complete the direct debit request.

## 7. Confidentiality

- 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information secure and to ensure that any of our employees or agents who have access to that information do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information in your direct debit request:
  - (a) to the extent specifically required by law; or
  - (b) for the purposes of this agreement (including disclosing that information in connection with any query or claim).

## 8. Notice

- 8.1 If you wish to let us know in writing about anything relating to this agreement, you should write to us at:  
Resolution Manager  
Virgin Super  
PO Box 1489  
Wollongong NSW 2500
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received two business days after it is posted.