

4. Direct Debit Request Authorisation

- I/We authorise the parties until further notice in writing to arrange for funds to be debited from the account nominated in Section 7 of this form.
- I/We confirm that I/we have read the DDR Service Agreement and understand that my/our authorisation will remain in force in accordance with the details set out in the agreement.

Account signatories must complete and sign the sections relating to **both** default contributions and choice contributions.

Contribution type and entity	Account holder (Print full name)	Position (Mandatory)	Signature
Default contributions Suncorp Portfolio Services Limited (User ID 252606)	A: _____	A: _____	<input type="text" value="X"/>
	B: _____	B: _____	<input type="text" value="X"/>
Choice contributions Payment Agent or PayClear Services Pty Limited (User ID 358639)	A: _____	A: _____	<input type="text" value="X"/>
	B: _____	B: _____	<input type="text" value="X"/>

In the case of a company, two authorised signatories must sign unless a Sole Director and Sole Secretary or Sole Trader

Date

Direct Debit Request (DDR) Service Agreement

This DDR Service Agreement forms part of the terms of the Direct Debit Request (DDR) and should be read in conjunction with section 4 of this form.

DDR – Suncorp WealthSmart

You can arrange to pay your superannuation by DDR.

We'll process a direct debit to the account nominated on the DDR for the amount of the superannuation contribution (plus any applicable Government charges, GST and processing fees) on the date that it's due.

Changing your DDR Authority

We'll give you 14 days notice if we change any of the terms of the DDR.

Deferring, stopping or cancelling your DDR

You may defer, alter, stop or cancel your DDR at any time by providing at least five business days' notification **in writing** to any Suncorp Branch or by mail to:

Suncorp WealthSmart™
GPO Box 2585,
Brisbane QLD 4001

Or contact our Customer Service team on **13 11 55** and ask for 'Super'

Requests to vary the details of the account to be debited must be in writing and in the terms of the operating authority from the account. Alternatively, you may stop or cancel your DDR at any time by contacting the financial institution where your account to be debited is held.

DDR dispute resolution

If you wish to dispute a DDR transaction, you can contact the financial institution where your account to be debited is held, or contact us as follows and we'll arrange for your disputed transaction to be investigated and where appropriate, for a correction to be made.

Suncorp WealthSmart™
GPO Box 2585,
Brisbane QLD 4001

suncorpwealthsmart@suncorp.com.au

Or contact our Customer Service team on **13 11 55** and ask for 'Super'

If we're unable to resolve the dispute to your satisfaction, you should contact the financial institution where the account to be debited is held to complete and lodge a DDR Customer Claim Form.

Non-business days

If your DDR falls due on a weekend or public holiday in Sydney, we'll process it on the next business day.

If you're uncertain of the date your DDR will be processed, you should contact your financial institution.

Returned or dishonoured DDRs

If your DDR is dishonoured or returned unpaid by your financial institution for any reason, we reserve the right to recover the funds from you and charge any additional fee that may apply.

Clear funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be paid by your financial institution.

Your records

We won't disclose any details of your DDR to any person or corporation unless requested to do so by law, or unless the information is required in relation to a disputed transaction.

Your account

You should be aware that some financial institutions may not allow DDR to be processed to certain types of accounts.

You should check your account details against a recent statement from your financial institution, or check with your financial institution to ensure that a DDR can be processed to your account.

If you wish to make enquiries about your DDR

You can contact us by writing to:

Suncorp WealthSmart™
GPO Box 2585,
Brisbane QLD 4001

suncorpwealthsmart@suncorp.com.au

Or contact our Customer Service team on **13 11 55** and ask for 'Super'

Please send the completed form to: **Suncorp WealthSmart™**
GPO Box 2585
Brisbane QLD 4001