

Direct Debit Request

Policy Owner details				Please use block letters	
Surname			Given name(s)		
Surname			Given name(s)		
Postal Address					
				State	Postcode
Phone no.	Home	()	Work	()	Mobile

Payment details	
Policy numbers	Current premium amount (please refer to section 4c of the Service Agreement overleaf)

I would like to change the frequency of payment ☐

Please select new frequency: ☐ Yearly ☐ Half-yearly ☐ Quarterly ☐ Monthly

Policy Owner details (bank, building society, credit union)	
Details of account to be debited:	
This form is to authorise Suncorp Life & Superannuation Limited (user ID 367 806) to debit premiums from your account with a financial institution via the Bulk Electronic Clearing System (BECS).	
Name of account holder	
Name of financial institution	
BSB Number	Account Number
I/We acknowledge that this direct debit arrangement is governed by the terms of the Direct Debit Request Service Agreement attached and the terms and conditions of my/our policy.	
Account holder's signature	Date:
	DD / MM / YYYY
Account holder's signature	Date:
	DD / MM / YYYY

If you have any queries about completing this form please call Life Customer Service on 13 11 55 and ask for 'Life & Super' at the prompt.
The completed form can be mailed to
Mail: Suncorp Life Service Centre (4LS004)
PO Box 1453
Brisbane QLD 4001



Direct Debit Request Service Agreement

This Direct Debit Request (DDR) Service Agreement is only applicable if you choose to authorise Suncorp Life & Superannuation Limited (SLSL) to debit premiums in relation to your policy from your nominated financial institution account. This agreement must be read when providing direct debit details to SLSL.

You should direct all enquiries about your direct debit to our customer service team on 13 11 55.

1. Our commitment to you

- a. We'll give you at least 14 days' notice in writing before changing the terms of the debiting arrangements, unless you agree to an earlier change.
- b. We'll keep information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution.
- c. Where the debiting date is not a business day, we will draw from your nominated financial institution account on the next business day.

2. Your commitment to us

It is your responsibility to:

- ensure your nominated financial institution account can accept direct debits.
- ensure there are sufficient funds available in the nominated financial institution account to meet each instalment.
- advise us if the nominated account is transferred or closed, or the account details change.
- ensure that all account holders on the nominated financial institution account agree to the debiting arrangement.

3. Your rights

- a. Subject to the terms and conditions of your insurance policy, you may alter the debiting arrangements. Such advice should be received by us at least 7 business days before the debiting date for any of the following:
 - altering the DDR.
 - deferring a drawing.
 - suspending the DDR.
 - cancelling the debiting arrangement completely.If you do any of these things, you must make alternative arrangements to pay outstanding amounts and, if applicable, future amounts. Alternatively you may request a stop or cancellation by contacting your financial institution. If you take this course of action you may incur a fee from your financial institution.
- b. Where you consider that a debit has been initiated incorrectly, you should contact us on 13 11 55. In the unlikely event of a complaint not being resolved satisfactorily, you can contact The Manager, Suncorp Life Service Centre, PO Box 1453, Brisbane QLD 4001.

4. Other information

- a. The details of your debiting arrangements are contained in the DDR.
- b. We reserve the right to ask that instructions from a customer, to stop or in any way alter the debiting arrangement are in a written, verbal or electronic form.
- c. The terms and conditions of your SLSL policy govern your instalments. The policy allows us to cancel it after writing to you if debits are dishonoured by your financial institution and your premium is overdue by 30 days or more.
- d. We may vary the amount subject to the terms and conditions of your policy to be deducted from the account or the frequency of future debits by giving at least 14 days notice to you, in writing. All future amounts payable by you under the policy will be debited to the bank account shown in the DDR unless you tell us you wish to cancel the arrangement.
- e. Financial institution fees (including dishonour charges) may also apply to this debiting arrangement.