

# Direct debit service

## Information sheet

### The following provides information about direct debit and how it works

Before you complete the direct debit request form, you must check that the account you want to nominate can have direct debit (eg some passbook savings accounts and credit cards cannot have direct debit).

To find out if we can debit from your account, contact your financial institution or our customer service area by:

**email** askus@resolutionlife.com.au  
**mail** Resolution Life Customer Service  
GPO Box 5441  
Sydney NSW 2001  
Australia

**phone** 133 731 (local call fee)

When you complete the form, please double-check the account details are correct by comparing them with a recent statement from your financial institution.

This agreement allows Resolution Life to deduct from your nominated account the amount and frequency shown on the Policy Document, or the amount as modified annually due to CPI increases.

If we want to change this agreement, we will notify you 14 days in advance. If you disagree with this change please notify us within these 14 days.

Resolution Life will keep your financial institution account details confidential. However, we will disclose these details:

- if you give permission.
- if a court order applies.
- to settle a claim.
- if our financial institution needs information.

If the due date is on a weekend or public holiday, we will process your payment on the next business day.

You should make sure that sufficient cleared funds are available in your account on the due date for payment. If there are not sufficient funds and your financial institution dishonours the payment, any charges incurred by:

- your financial institution may be debited from your account.
- Resolution Life may be debited from your plan.

If you want to change or cancel this agreement or dispute a debit, contact our customer service area (the contact details are listed in point 1). In particular, if you want to change this agreement, eg the amount you pay, how often you pay, account number, deferring payment due to unforeseen circumstances.

You need to contact us at least three days before the due date.

- Cancel this agreement or an individual payment. You need to contact us at least five days before the due date.
- Dispute a debit that has been made from your account. Resolution Life will respond to your initial dispute within five business days.
- Cancellations and claims may also be made through your financial institution.

### For Superannuation customers only

Your direct debit authority may not be created if a valid TFN has not been provided.

- If you have not provided a valid TFN your member or spouse (non-concessional) direct debit contributions request will be suspended until you provide a valid TFN.
- Your member or spouse (non-concessional) direct debit deductions will start effective on the date you provide a valid TFN.
- Any outstanding direct debit contributions will be deducted effective from the date you provide a valid TFN.
- If you wish to make a personal contribution on which you intend to claim a tax deduction you need to provide your TFN before making the contribution.

If you wish to provide your TFN please complete the online Tax File Number Notification section or the Tax File Number Notification form available at [resolutionlife.com.au](https://www.resolutionlife.com.au), or contact the customer service call centre on 133 731.

Your direct debit authority may not be created if you are no longer eligible to make member contributions, or if you are making spouse contributions, your spouse is no longer eligible to have spouse contributions made to their account/plan (you should refer to the product disclosure statement for further information on eligibility to contribute).

**Note:** In this agreement, we refer to Resolution Life as 'we', 'us' and 'our'.

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Please keep this information sheet for your records—  
don't return it with your completed form(s).



## Where to send this form

Email or mail your completed form to:

askus@resolutionlife.com.au

Resolution Life Customer Service  
GPO Box 5441  
Sydney NSW 2001

**Note:** If you email us the form there is no need to send it to us.

### Electronic use only

Adviser No.

Confirmation options

Confirmation email address