

Direct debit request

Information sheet

When to use this form

Use this form to set up, change or cancel a regular direct debit payment from your bank (or other) account. You can also use this form to make an additional contribution to an Resolution Life account/plan.

The Prosperity Bond is not a superannuation fund.

Note: You can also have your direct debit request actioned over the phone by calling Customer Service on 133 731.

Direct debit service agreement

The following terms will apply to any direct debit that you, your spouse or your employer set up to make contributions by a direct debit request.

Before you request a direct debit arrangement, you must confirm that the account you want to nominate can have direct debit (eg some passbook savings accounts cannot have direct debit). To find out if Resolution Life can debit from your account, contact your financial institution.

Please double-check the account details you provide 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 at the frequency you request.

If Resolution Life wants to change this agreement, it will notify you 14 days in advance of any change. If you disagree with this change, please notify Resolution Life within these 14 days.

Resolution Life will keep your financial details confidential. However, it will disclose these details:

- if you give permission
- if a court order applies
- to settle a claim
- if Resolution Life's financial institution needs information.

Note: If the due date is on a weekend or public holiday, your payment will be processed on the next business day.

Providing your Tax File Number (TFN) for super policies

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 personal member or spouse (non-concessional) direct debit contributions request will be suspended until we have received a valid TFN.

- Your member or spouse (non-concessional) direct debit contributions will commence three days after we receive 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.

To provide your TFN log in to your account at resolutionlife.com.au and complete the online **TFN notification form**.

Your direct debit authority may not be created if you are no longer eligible to make personal member contributions or if your spouse is no longer eligible to have spouse contributions made to their account (ie if you are making spouse contributions).

Your responsibility to Resolution Life

It is your responsibility to ensure that sufficient cleared funds are available in your account on the due date for payment to permit processing of the direct debit request.

If there are not sufficient funds and your financial institution dishonours the payment, any charges incurred by your financial institution and/or Resolution Life may be debited from your account or recovered.

It is your responsibility to ensure that the authorisation given to Resolution Life to draw on your financial institution account is consistent with the account authority or signing instructions held by your financial institution for that account.

You indemnify us against all losses, costs, damages and liabilities that we suffer as a result of you breaching this agreement, or providing us with an invalid or non-binding direct debit request addressed to us.

Changes to your agreement

If you want to change or cancel this agreement or dispute a debit, go to resolutionlife.com.au and log into your account or contact Resolution Life Customer Service on 133 731.

You can also call us if you want to:

- change this agreement—for example:
 - the amount you pay
 - your account number
 - deferring payment due to unforeseen circumstances.
 - cancel this agreement or an individual payment—this request must be received by Resolution Life at least three days before the changes take effect.
- Note:** Any change request must be received by Resolution Life at least three business days before the changes take effect.

- dispute a debit that has been made from your account— Resolution Life will respond to your initial dispute within five business days.

Important: If you believe that a direct debit has not been correctly processed, you should contact us immediately.

Ad hoc direct debit

You, your spouse or your employer can request us to transfer ad hoc amounts from you, your spouse's or your employer's bank account. Ad hoc direct debits are not an automatic periodical deduction of a fixed amount. Debits from your, your spouse's or your employer's bank account will only occur each time you, your spouse or your employer instruct us.

Spouse direct debit arrangements (super policies only)

If your spouse sets up a direct debit arrangement to pay spouse contributions to your account:

- all information about your spouse's direct debit arrangement will be sent to you as the member (rather than your spouse) using the contact address you have given us
- your spouse must agree to the terms of the **direct debit service agreement**
- your spouse should contact us directly if they wish to vary or cancel their direct debit arrangement
- your spouse must consent to us using their personal information in accordance with the **privacy policy**.

Note: In this policy, 'you' and 'your' refers to your spouse, and not you as a member.

Privacy policy

The privacy of your personal information is important to us.

We collect and hold personal information about you so we can provide you with financial products and services and assist you with your ongoing financial needs. If we do not collect this information, we may not be able to provide you with these products and services. We may also use your personal information for other purposes, such as enhancing our customer service and product options, and to inform you of opportunities which may be beneficial to you via direct marketing. Please contact us if you do not want to receive this information.

Personal information may be shared with business areas or companies within the Resolution Life Group. We may also provide information to local and overseas entities which provide Resolution Life with administrative, financial, research or other services, other insurers and credit providers, financial advisers, brokers and other organisations authorised by Resolution Life to assist in reviewing customer needs. A list of countries

where these providers are likely to be located can be accessed via our privacy policy.

We may also disclose personal information to your spouse, your spouse's (or spouse's employer's) financial adviser or broker (if any), anyone you have authorised or if required by law, courts, tribunals and disputes resolution bodies, government agencies, and other bodies we are required to provide information to under the law.

The Resolution Life privacy policy (available at resolutionlife.com.au) provides more information about how we manage and protect your personal information. It sets out how you can access and correct your information, how you may complain about a breach of privacy and our process for resolving privacy related enquiries and complaints.

Suspension and recommencement of a direct debit for regular contributions for members aged 67 and over (super policies only)

If you are aged 67 or over, and you, your spouse or your employer have a direct debit arrangement for regular contributions, this arrangement will be suspended unless we are satisfied that you meet the work test or can use the work test exemption for that contribution type. If you later tell us that your circumstances have changed, we will recommence the direct debit arrangement.

We don't follow-up your employer to make sure they are paying your contributions. If there is a discrepancy, then you should speak to your employer.

Meeting the **work test** means you've been gainfully employed for at least 40 hours within 30 consecutive days in the financial year the contributions are made.

To use the **work test exemption**, you must satisfy the following conditions:

- you've met the work test in the previous financial year
- you haven't been, and don't intend to be, gainfully employed for at least 40 hours within 30 consecutive days in the financial year the contributions are made
- your total super balance with all super providers was below \$300,000 at 30 June of the previous financial year, and
- you haven't previously made contributions to super using the work test exemption.

For more details about the contribution rules, visit resolutionlife.com.au and search for **super contribution rules when you're 67 or over**.

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

Direct debit request

Use this form to set up, change or cancel a regular direct debit payment. Refer to the **direct debit request information sheet** for further information on direct debit requests.

Please print in CAPITAL LETTERS and place a cross in any applicable boxes.

1. Direct debit options

What do you want to do?

- Set up a new direct debit arrangement > Complete sections 1, 2, 3*, 4, 5 or 6, 7 and 8.
- Change an existing direct debit arrangement > Complete sections 1, 2, 3*, 4, 5 or 6, 7 and 8.
- Cancel an existing direct debit arrangement > Complete sections 1, 2, 7 and 8.

* Not relevant for Prosperity Bond and only complete section 3 if you are age 67 or over.

2. Personal details

Account number Product type

Title Date of birth

Surname

Given name(s)

Residential address

Suburb State Postcode

Contact phone number Mobile number

Email address

Tax File Number (TFN)

! You may not be able to make certain types of contributions if you have not provided your TFN. Refer to the **direct debit request information sheet** for further details.

3. Eligibility status (if you're aged 67 or over)¹

If you're aged 67 or over, there are restrictions on the types of contributions we can accept. So we need to ask members aged 67 and over the following question:

Are you eligible to make the relevant contributions to your super because you meet the work test or can use the work test exemption as explained in the information sheet?

- Yes—I meet the work test.
- Yes—I can use the work test exemption.
- No—I'm not eligible to contribute (this means we can only accept certain contributions).

¹ Not applicable for Prosperity Bond.

4. Contribution details

Regular contributions

! The minimum monthly amount per deduction is \$125 for RLA Personal Super Plan and \$100 for both the Retirement Bond and Prosperity Bond.

Investment (Prosperity Bond only)

\$

Frequency

- Monthly

The direct debit will be processed on the 15th of every month.

Member contributions

\$

Frequency

- Monthly

The direct debit will be processed on the 15th of every month.

4. Contribution details (continued)

Spouse contributions

\$

Frequency

Monthly

The direct debit will be processed on the 15th of every month.

Employer contributions (if applicable)

Employer name

Employer number

Employer amount

\$

Salary sacrifice amount

\$

Member amount

\$

Frequency

Monthly

The direct debit will be processed on the 15th of every month.

Additional (one-off) contributions

Member contribution

\$

Spouse contribution

\$

5. Portfolio details

Invest the contribution(s) into the following portfolio(s). If more than one portfolio, state the amount to go in to each one (minimum \$100 per portfolio).


Portfolio name 1

Portfolio name 2 (if applicable)

Portfolio name 3 (if applicable)

Portfolio name 4 (if applicable)

6. Australian bank account details

 We can only set up a direct debit with an Australian bank account.

Name of financial institution

6. Australian bank account details (continued)

Name of account holder

BSB number

Account number

7. Authorisation and signature

Authorisation:

- I have read and understood the information provided on the **direct debit request information sheet**.
- I have read and agree to the terms of the **direct debit service agreement**.
- I request Resolution Life Australasia Limited (under ID 000103) to debit my account as outlined above, until further notice.

Account holder 1

Signature of account holder 1

Date

Account holder 2 (if applicable)

Signature of account holder 2

Date

8. Checklist

- Have you completed all relevant sections of this form?
- Have you (and any joint account holder) signed this form where indicated?
- If you are setting up a new direct debit agreement or changing an existing direct debit agreement, have you completed section 4 for either regular contributions or additional contributions?
- If you are setting up a new direct debit agreement or changing an existing direct debit agreement, have you completed section 6 to advise Resolution Life which account is to be debited?

Where to send this form

Mail or email this completed form to:

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

Any questions?
133 731