



TECHASSIST MEMBER FEE DIRECT DEBIT REQUEST

Full Name and Company/Practice Name

Financial institution where account is held

Institution name	<input type="text"/>
Address	<input type="text"/>
Account name	<input type="text"/>
BSB	<input type="text"/>
Account number	<input type="text"/>

Authorisation

I/we request and authorise SMSF Operations Pty Ltd, offeror of the SuperConcepts service administered by SMSF OPERATIONS PTY LTD (the debit user, APCA User ID 314430) to arrange, through the debit user's own financial institution, a debit to my nominated account any amount SMSF Operations Pty Ltd has invoiced for according to the SuperConcepts fee payment obligations. The debit or charge will be made through the Bulk Electronic Clearing System (BECS) from my account held at the financial institution I have nominated above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

By signing and/or providing SMSF Operations Pty Ltd with a valid instruction in respect to my Direct Debit Request, I have understood and agreed to the terms and conditions governing debit arrangements between myself and SMSF Operations Pty Ltd, offeror of the SuperConcepts service administered by SMSF OPERATIONS PTY LTD (the debit user), as set out in this Request and in my Direct Debit Request Service Agreement.

Name:
Date:

Name:
Date:

DIRECT DEBIT REQUEST SERVICE AGREEMENT

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between SMSF Operations Pty Ltd, offer of the SuperConcepts service administered by SMSF OPERATIONS PTY LTD (ABN 30 007 778 341) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Drawing arrangements

- The DDR signed by you provides authority to us to arrange for funds to be debited from your nominated account.
- We will only arrange for funds to be debited from your nominated account as authorised in the DDR.
- Invoices will be forwarded to you for review.
- Where the due date for a drawing falls on a non-business day, we will draw the amount on the next business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.
- We may charge you a dishonour fee for drawings that are returned unpaid by your financial institution, and may terminate your direct debit arrangement if drawings are returned unpaid three times in any twelve month period.
- Where drawings are returned unpaid we will arrange an alternate payment method with you.

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact Client Services on **1300 023 170** during business hours at least five (5) business days prior to the due date for the next drawing.

These changes may include deferring the drawing, altering the schedule, stopping an individual debit, suspending the DDR or cancelling the DDR completely. You may also change, stop or cancel the DDR by contacting the financial institution where your account is held.

Our commitment to you

We will provide written notice of any proposed changes to your drawing arrangement, providing no less than fourteen (14) days' notice.

All personal customer information held by us will be kept confidential and handled in accordance with our Privacy Policy except unless that information is required by us or our financial institution to initiate the drawing to your nominated account, investigate a claim made relating to an alleged incorrect or wrongful debit, or otherwise required to be disclosed by law.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this)
- the account details you have provided to us are correct by checking them against a recent account statement (if unsure, you should check with your financial institution before completing the DDR)
- on the drawing date there are sufficient cleared funds in the nominated account
- you advise us if the nominated account is transferred or closed.

Disputes

- All transaction disputes, queries, and claims should be raised directly with us in the first instance on **1300 023 170** and confirmed in writing with us for resolution of your query. Alternatively, you can take it up directly with your financial institution.
- If we find that your account has been incorrectly debited we will arrange for your financial institution to adjust your nominated account accordingly. If we find that your nominated account has not been incorrectly debited, we will provide you with reasons and any evidence for this finding.

Notices

We may send notices either electronically to your email address or by ordinary post to the address you have given us. If you wish to notify us in writing about anything relating to this agreement, you should contact us on enquiries@superconcepts.com.au or PO Box R476 Royal Exchange NSW 1225. Any notice will be deemed to have been received on the third business day after emailing or posting.