



Direct debit request for employers

Information for employers

This form is a request to set up a direct debit arrangement with VicSuper.

Step 1: Complete your details

Company name	<input type="text"/>
Contact person	<input type="text"/>
Street address <i>(must be provided)</i>	<input type="text"/>
Postal address <i>(if the same as your street address, mark 'AS ABOVE')</i>	<input type="text"/>
Phone number	<input type="text"/> <i>(during working hours)</i>

Step 2: Complete your direct debit details

I/We request VicSuper, until further notice in writing, to debit my/our account described below:

Name of financial institution	<input type="text"/>
Address of financial institution	<input type="text"/>
Account details:	
Name of account to be debited	<input type="text"/>
BSB	<input type="text"/>
Account number	<input type="text"/>



Please retain this direct debit service agreement for your records

Direct debit service agreement

This agreement outlines VicSuper's service commitment to you regarding Direct Debit Request (DDR) arrangements made between VicSuper Pty Ltd and you. It sets out your rights, our commitment to you and your responsibilities, together with where you should go for assistance.

If you have any queries concerning this agreement or any debits made under it, please call your account consultant.

1. Drawing arrangements

In terms of the DDR arrangement made between VicSuper and signed by you, VicSuper undertakes to debit your nominated account the same business day for the amount specified when instructed by you, as long as the amount is submitted with your contribution details before 3.30pm. Any amount submitted after this time will be debited from your account on the next Melbourne business day.

VicSuper will not alter the direct debit amount you submit at any time and will only debit your nominated account when instructed by you.

2. Changes to this arrangement

VicSuper will not make any changes to this DDR arrangement unless advised by you. To change your DDR arrangement you must complete another Direct Debit Request form and return it to VicSuper. Changes to your DDR arrangements may include:

- changing the account from which your direct debits are made
- changing the business address.

3. Your obligations

You must ensure that:

- your nominated account can accept direct debits, your financial institution will be able to confirm this for you
- on each drawing date, there are sufficient cleared funds in the account
- you advise VicSuper if the account you nominated is transferred or closed
- the details you give VicSuper of your nominated account are correct
- if your drawing is returned or dishonoured by your financial institution,

Step 3:
Read the *Privacy Brochure (personal information)*

The *Privacy Act 1988* (Cwlth) extends privacy regulation to the private sector, including VicSuper. This legislation governs the proper handling of personal information including how an organisation collects, uses, discloses and stores personal information.

You should have received information on how VicSuper handles personal information, in VicSuper's *Privacy brochure (personal information for employers)*. If you have not received this information or would like another copy sent to you, please call our Member Centre on **1300 366 216**.

Step 4:
Please sign to commence your Direct Debit Request arrangement with VicSuper

I/We have read and acknowledge that this direct debit arrangement is governed by the Direct debit service agreement.

To be signed by authorised parties:

Name

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Signature 1

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Name

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Signature 2

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Step 5:
Send your form to VicSuper

Send your completed form to:
VicSuper, GPO Box 89 Melbourne Vic 3001

VicSuper will inform you in writing. We may decide to recover from you any dishonour fees charged by the bank.

4. Enquiries

If you have queries about your DDR arrangements with VicSuper, please contact your account consultant.

All personal information held by VicSuper will remain confidential, except the information required by VicSuper's financial institution to initiate drawing from your nominated account.

5. Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to contact us directly by calling your account consultant who will respond to your query:

- within five working days (for queries lodged within 12 months after the disputed drawing), or
- within 30 working days (for queries lodged more than 12 months after the disputed drawing).

VicSuper will refund the drawing amount if we cannot substantiate the reason for the drawing. Your financial institution will ask you to contact us to resolve your disputed drawing, prior to involving them.