



Authorised Bank Transfer (Direct Debit) Agreement

By selecting the Authorised Bank Transfer payment option on the website you are allowing The Superannuation Clearing House to debit amounts from your bank* account. The amount and the date of the debit will be as you instruct us on the website.

If you direct a debit to occur on a weekend or public holiday, we will make the debit on the following business day.

Check that you give us your correct details

Please check that:

- your bank account accepts direct debiting (some accounts don't); and
- the BSB and account number you give us is correct (refer to your bank statement or contact your bank).

You will be responsible for any debits made as a result of following your instructions.

Make sure you have enough money in your account

You should make sure that you have enough money in your account for us to make the debit on the date you nominate.

If there isn't enough money (that is, cleared funds) in your account, we will still make the debit. If your bank dishonours the debit we may pass on dishonour fees and any other costs we incur.

* 'Bank', also means other financial institutions, such as Credit Unions and Building Societies.

If The Superannuation Clearing House wants to change this agreement

We will notify you at least 14 days before making any changes to this agreement.

If you want to change these arrangements

Simply select a different payment method on the website. You can do this on either the Preferences page or on the Payments Summary page.

Confidentiality

We will keep your bank account details confidential except when a court order applies, if our bank needs information about your account, or if you give us permission to reveal your bank details.

Disputes

If you believe there has been an error in debiting your account, please contact us immediately. We will investigate the matter within 5 business days and tell you of our conclusions. We will arrange for your bank to adjust your account if we have been in error.

Issued by: Pacific Custodians Pty Limited,
ABN 66 009 682 866 Australian Financial Services
Licence No. 295142

Operated by: The Superannuation Clearing House
Pty Ltd ABN 15 086 576 721 Corporate Authorised
Representative No. 290290

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