

# DIRECT DEBIT FORM



1300 788 658 | info@good.com.au | www.good.com.au

Use this form if you want to make, change or cancel to pay your Good Super contributions via a debit debit. Please provide the details of the member who will receive the direct debit contribution in Step 1. For more information about types of contributions, see the PDS and Reference Guide.

Please use a dark pen and CAPITAL letters (except for your email address), print it and send it to us. Use (X) to mark boxes. Forms are located on our website at [good.com.au/documents](http://good.com.au/documents). If you have any questions, call us on 1300 788 658.

## What would you like to do?

- Make monthly personal contributions
- Change the account from which the direct debit is deducted
- Change the monthly payment amount
- Cancel the direct debit arrangement

## Complete sections:

- 1, 2, 3 and 6
- 1, 3 and 6
- 1, 2 and 6
- 1, 4 and 6

## STEP 1: PERSONAL DETAILS OF MEMBER RECEIVING THE CONTRIBUTION

Member number

Date of birth

Title

Last name

Given name/s

House/Unit No.

Street address

Suburb

State

Postcode

Country

Daytime contact number

Mobile number

M

F

Other

Tax file number ( if not previously provided )

Email





## STEP 7: DIRECT DEBIT SERVICE AGREEMENT

This is your Direct Debit Service Agreement with DDH Graham Ltd, the administrator of Good Super. It explains what your obligations are when undertaking a direct debit arrangement with us. It also explains our obligations are to you as your direct debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your request.

### 1. Debiting your account

- 1.1. By signing this Direct debit request form, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2. We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3. If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. Amendments by us

We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days written notice.

### 3. Amendments by you

You may change\* a debit payment, or terminate (cancel) this agreement at any time by providing us with at least 14 days notification by writing to:

Good Super,  
PO Box 3528  
Tingalpa DC QLD 4173

Email: [info@good.com.au](mailto:info@good.com.au)

or by telephoning us on 1300 788 658 during business hours; or arranging it through your own financial institution.

*\* Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us of your new account details.*

### 4. Your obligations

- 4.1. It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request
- 4.2. If there are insufficient clear funds in your account to meet a debit payment:
  - a. you may be charged a fee and/or interest by your financial institution;
  - b. you may also incur fees or charges imposed or incurred by us; and
  - c. you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

## STEP 8: DIRECT DEBIT SERVICE AGREEMENT CONT'D

### 5. Disputes

- 5.1. If you believe there has been an error in debiting your account, you should notify us directly on 1300 788 658 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution

### 6. Accounts

You should check:

- a. your account details which you have provided to us are correct by checking them against a recent account statement; and
- b. with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

### 7. Confidentiality

- 7.1. We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information

7.2. We will only disclose information that we have about you:

- a. to the extent specifically required by law; or
- b. for the purposes of this agreement (including disclosing information in connection with any query or claim).

### 8. Notice

- 8.1. If you wish to notify us in writing about anything relating to this agreement, you should write to:

Good Super,  
PO Box 3528  
Tingalpa DC QLD 4173

Email: info@good.com.au

We may send notices either electronically to your email address or by ordinary post to the address you have given us.

- 8.2. Any notice will be deemed to have been received on the third banking day after emailing or posting.