

# Direct debit request service agreement

**Advance Asset Management Limited ABN 98 002 538 329 ('we' or 'us'), User ID: 137244 Level 20, 275 Kent Street, Sydney NSW 2000**

You have entered or are about to enter into an arrangement under which you make payments to us. You want to make those payments by use of the Direct Debit System (DDS). This agreement sets out the terms on which we accept and act under a direct debit request (DDR) you give us to debit amounts from your account under the DDS. It is additional to the arrangement under which you make payments to us. Ensure you keep a copy of this agreement as it sets out certain rights you have against us and certain obligations you have to us due to giving us your DDR.

When we are bound by this agreement

1. We agree to be bound by this agreement when we receive your DDR complete with the particulars we need to draw an amount under it.

What we agree to and what we can do

2. We only draw money out of your account in accordance with the terms of your DDR.
3. We do not give you a statement of the amounts we draw under your DDR.
4. On giving you at least 14 days notice, we may: change our procedures in this agreement; change the terms of your DDR; or cancel your DDR.
5. You may ask us to: alter the terms of the DDR; defer a payment to be made under your DDR; stop a drawing under your DDR; or cancel your DDR by emailing [investorservices@advance.com.au](mailto:investorservices@advance.com.au) or writing to our Contact Centre, GPO Box B87, Perth WA 6838.
6. You can dispute any amount we draw under your DDR by calling our Contact Centre on 1800 819 935; or emailing [investorservices@advance.com.au](mailto:investorservices@advance.com.au) or writing to our Contact Centre, GPO Box B87, Perth WA 6838.
7. We deal with any disputes under Clause 6 of this agreement as follows. We and our bank review our respective records. If necessary we contact your financial institution to review its records. We advise you and your financial adviser in writing within 2 to 4 weeks, depending on the nature and extent of the dispute, and the measures taken to resolve it.
8. If the day on which you must make any payments to us is not a business day, we will draw on your account under your DDR on the first business day following that day.
9. If your financial institution rejects any of our attempts to draw an amount in accordance with your DDR, we contact you and your financial adviser in writing. After 3 consecutive rejections we advise you and your financial adviser in writing that you can no longer make payments by direct debit.
10. We will not disclose to any person any information you give us on your DDR, which is not generally available, unless: you dispute any amount we draw under your DDR and we need to disclose any information relating to your DDR or to any amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the DDS or both of them; you consent to that disclosure; or we are required to disclose that information by law.

What you should consider

11. Not all accounts held with a financial institution are available to be drawn on under the DDS.
12. Before you complete your DDR, it is best to check account details against a recent statement from your financial institution to ensure the details on your DDR are completed correctly.
13. If you are uncertain when your financial institution processes an amount we draw under your DDR on a day, which is not a business day, enquire with your financial institution.
14. It is your responsibility to ensure there are sufficient clear funds available in your account, by the due date on which we draw any amount under your DDR, to enable us to obtain payment in accordance with your DDR.
15. We request you to direct all requests to stop or cancel your DDR to us initially or your financial institution and all enquiries relating to any dispute under Clause 6 of this agreement to us initially or your financial institution.

The logo for ADVANCE, featuring the word "ADVANCE" in a bold, black, sans-serif font. A thick, red, horizontal brushstroke is drawn across the middle of the letters, starting from the left and ending under the 'E'.