





Company signatories must indicate their company title

Director OR  Sole director and sole secretary

**Signature of Investor B or company officer**

DATE (DD-MM-YYYY)

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Signatory name

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Company signatories must indicate their company title

Director OR  Company secretary

Mail your completed form to:

**BT Financial Group**  
**GPO Box 2675**  
**SYDNEY NSW 2001**

**DIRECT DEBIT REQUEST SERVICE AGREEMENT**

By completing the Direct Debit Request that forms part of this Form, you will be providing BT Funds Management Limited ABN 63 002 916 458 and BT Funds Management No.2 Limited ABN 22 000 727 659 (each a 'Responsible Entity') (each Responsible Entity is part of the BT Financial Group and is referred to in this agreement as 'we', 'our' or 'us') with the ability to debit your nominated account and transfer the amount you request to your investment. This agreement sets out the terms on which you authorise us to deduct from your account with your financial institution any amounts that become payable to an investment with us.

**Direct Debit arrangements**

- For initial applications made by completing a Direct Debit Request, we will debit the amount(s) nominated from your account generally within two Business Days of receiving a valid application.
- For subsequent investments, when we receive a valid instruction either by phone, letter or over the internet, we will debit your account generally within two Business Days of receiving the instructions (provided we have previously received a valid Direct Debit Request).
- A valid instruction will be an instruction given by you or from a person nominated by you to provide such instructions.

**Regular Investment Plan arrangements**

- For investments made under a Regular Investment Plan, we will debit your account on or around the 19th of each month.
- Where the due date falls on a non-Business Day, we will draw the amount on the next Business Day. If you are uncertain as to when the debit will be processed to your nominated account, you should enquire directly with your financial institution where the account is based.

**Your responsibilities**

It is your responsibility to:

- ensure that your financial institution allows direct debits on your nominated account
- ensure that your nominated account details are correct, and if uncertain, to check with your financial institution before completing the Direct Debit Request
- ensure that sufficient cleared funds are available in your nominated account by the due date to permit payments under the Direct Debit Request
- ensure that the authorisation given to draw on your nominated account is identical to the account signing instruction held by your financial institution where the nominated account is based
- advise us if your nominated account is transferred or closed or your nominated account details change
- arrange with us a suitable alternate payment method if the drawing arrangements are cancelled either by you or your financial institution.

**Your rights**

- You may cancel, alter, defer or suspend your Direct Debit Request, or stop or suspend an individual debit from taking place, by calling BT Customer Relations on 132 135, Monday to Friday from 8.00 am to 6.30 pm (Sydney time). In some cases we will require your written confirmation.
- You must notify us at least seven Business Days before the next scheduled debit to ensure changes are effective that month. Notification received after that time may result in your changes taking effect in the following month. You may also be able to stop an individual debit by contacting your own financial institution. You may be liable for financial institution charges if you do this; the financial institution should have information outlining these charges.
- If you have any questions or concerns about your Direct Debit Request, such as where you consider that a drawing has been initiated incorrectly, you should take the matter up directly with us by calling BT Customer Relations on 132 135, Monday to Friday from 8.00 am to 6.30 pm (Sydney time). Alternatively, you can contact us by email or in writing to the Complaints Officer at the addresses set out on the inside front cover of this PDS. We will let you know that we have received your complaint and a Complaints Officer will try to resolve your complaint within 30 days. If you are still not satisfied you can refer the matter to the Financial Industry Complaints Service (FICS) by calling 1800 335 405.

**Our commitment to you**

- We will only change the amount of the payment under the Direct Debit Request on receipt of a valid instruction.
- We will only vary the terms of this agreement after giving you 30 days notice in writing.
- We reserve the right to cancel your drawing arrangements if two or more consecutive drawings are returned unpaid by your nominated financial institution. Standard government fees, duties and bank charges (including dishonour fees and conversion costs) may apply to investments. These are paid by the investor.
- We will keep all your records and information pertaining to your nominated account at the financial institution private and confidential, except where you have made a claim relating to a debit you believe has been made incorrectly, or wrongfully, in which case Westpac Banking Corporation ABN 33 007 457 141 (as our sponsor in the Bulk Electronic Clearing System) may require us to provide this information to them in connection with your claim to the extent necessary to resolve your claim.

**8. ADVISER USE ONLY**

BT adviser number

A \_\_\_\_\_

Phone number (INDICATE TYPE)

WORK  FAX (\_\_\_\_) \_\_\_\_\_

MOBILE \_\_\_\_\_

TITLE	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	<input type="checkbox"/> Other				
LAST NAME									
GIVEN NAME(S)									