

# BT Premium Cash Fund

## Notice to investors regarding an update to the Direct Debit Request Service Agreement

Issue date: 10 November 2023

### Change to the Direct Debit Request Service Agreement

This update replaces the Direct Debit Request Services Agreement on pages 47 and 48 of the BT Premium Cash Fund Product Disclosure Statement (PDS) issued on 30 September 2022.

#### Direct Debit Request Service Agreement

By completing the Direct Debit Request that forms part of the application form, you will be providing 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.

#### Your responsibilities

It is your responsibility to:

- Ensure that your financial institution allows direct debits on your nominated account as direct debiting is not available on all accounts offered by financial institutions.
- 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. Please check with us if you are uncertain when debits will be processed to your account.
- 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 without incurring a penalty, by calling BT Customer Relations on 132 135, from 8.30am to 5.30pm (Sydney time), Monday to Friday. 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 on these.
- 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, from 8.30am to 5.30pm (Sydney time), Monday to Friday. Alternatively, you can contact us by email or in writing to us at the addresses set out on the inside back 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're still not satisfied with the response or have not received a response from the Complaints Officer in 90 days, you can contact the Australian Financial Complaints Authority (AFCA) by calling 1800 931 678.

## Our commitment to you

- We will only change the amount of the payment under the Direct Debit Request on receipt of a valid instruction.
- If we vary the terms of this agreement, we will give you notice as soon as reasonably possible (which may be before or after the change is made). If we believe the change is unfavourable to you, we will provide you with at least 30 days' notice.
- Should we receive a request from you to cancel or alter the Direct Debit Request, we will process your request promptly and without incurring a penalty.
- 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.

## For more information

[bt.com.au](https://bt.com.au) | 132 135 | GPO Box 2675, Sydney NSW 2001



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This document has been prepared by Westpac Financial Services Limited ABN 20 000 241 127 AFSL 233716 (WFSL) as the responsible entity and issuers of units in the BT Premium Cash Fund.

Information current as at 10 November 2023. This information is factual only and does not constitute financial product advice. Because of this you should, before acting on this information, consider its appropriateness, having regard to your objectives, financial situation and needs.

A Product Disclosure Statement (PDS) is available for BT Premium Cash Fund and can be obtained by calling 132 135, or from [bt.com.au](https://bt.com.au). You should obtain and consider the Product Disclosure Statement before deciding whether to acquire, continue to hold or dispose of units in the BT Premium Cash Fund. A Financial Service Guide can be obtained by calling BT Customer Relations on 132 135, or visiting [bt.com.au](https://bt.com.au).

WFSL is a subsidiary of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 (Westpac). Unless otherwise disclosed in the Disclosure Documents, an investment in any of the Investment Options offered under the BT Premium Cash Fund PDS and is not an investment in, deposit with, or any other liability of, Westpac, any Division of Westpac or any other company in the Westpac Group. It is subject to investment risk, including possible delays in repayment of withdrawal proceeds and loss of income and principal invested. Westpac and its related entities do not stand behind or otherwise guarantee the capital value or investment performance of the BT Premium Cash Fund. This product update provides an overview or summary only and it should not be considered a comprehensive statement on any matter or relied upon as such.