

# Direct Debit Request

This is a request and authority to debit the account named below to pay Allianz Australia Life Insurance Limited (AALIL), ABN 27 076 033 782.

Please attach the signed Direct Debit Request with your application form.

## 1. Payer details

Name/Company name/Trustee's name (in full)	ABN/ARBN (for companies)
<input type="text"/>	<input type="text"/>
Address	Phone
<input type="text"/>	<input type="text"/>
Bank name and branch address	BSB
<input type="text"/>	
Account name	Account number
<input type="text"/>	<input type="text"/>

## 2. Authorisation

By signing and/or providing us with a valid instruction in respect of your Direct Debit Request, you have understood and agreed to the terms and conditions governing the direct debit arrangements between you and AALIL as set out in this Request and in your Direct Debit Service Agreement.

### Person 1

Signature

Full name

Date

### Person 2 (if applicable)

Signature

Full name

Date

You can send your form in one of the following ways:

 <b>Post</b> Allianz Australia Life Insurance Limited Reply Paid 89484, Sydney NSW 2001	 <b>Scan and email</b> administration@allianzretireplus.com.au
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# Direct Debit Service Agreement

This is your Direct Debit Request Service Agreement (agreement) with Allianz Australia Life Insurance Limited ABN 27 076 033 782. It explains what your obligations are when entering into a direct debit arrangement with us. It also details what our obligations are to you.

This agreement forms part of the terms and conditions of your Direct Debit Request. The terms of this agreement are for the purpose of debiting from your account the funds required to establish your investment.

## Definitions

**account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**agreement** means this Direct Debit Request Service Agreement and the Direct Debit Request.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit is made.

**Direct Debit Request** means the Direct Debit Request made by you.

**us or we** means Allianz Australia Life Insurance Limited, whom you have authorised to make a debit payment from your account by making a Direct Debit Request.

**you or your** means the person who has signed or authorised by other means the Direct Debit Request.

**your financial institution** means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.

## 1 Debiting your account

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account and are taken to have confirmed that direct debiting is available from your account. We will debit your account in accordance with your Direct Debit Request. 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 made by us

2.1 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 made by you

3.1 You may change, stop or defer a debit payment, or cancel or terminate this agreement and your Direct Debit Request by calling us on 1300 371 136 between 8.30am and 5.30pm (AEST), Monday to Friday. You may also stop a payment or cancel your Direct Debit Request by contacting your financial institution where your nominated account is held.

## 4 Your obligations

4.1 It is your responsibility to ensure that direct debits can be made from your account and that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with your Direct Debit Request.

4.2 It is your responsibility to ensure that all account holders for the nominated account sign the Direct Debit Request.

4.3 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.

4.4 You should check your account statement to verify that the amounts debited from your account are correct.

4.5 You must let us know as soon as possible if your account is closed or if your account details change.

## 5 Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us by calling us on 1300 371 136 between 8.30am and 5.30pm (AEST), Monday to Friday and confirm that in writing with us as soon as possible so that we can resolve your query quickly. Alternatively you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

## 6 Accounts

6.1 You should check:

- a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- c) 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 for the purpose of processing the debit payment with your financial institution or in connection with any query or claim made on us relating to an alleged incorrect debit payment).

## 8 Notice

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

Allianz Australia Life Insurance Limited  
Reply Paid 89484  
Sydney NSW 2001

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the third banking day after posting.