

## Direct Debit Request Form

Please contact Cromwell Investor Services on 1300 276 693 or invest@cromwell.com.au with any enquiries.



This form is to authorise Cromwell Funds Management Limited ABN 63 114 782 777, AFSL 333214 ("CFM"), User Identification Number 474608 to arrange, through its own financial institution and registrar, debits to your nominated account as instructed below.

Please complete this form using BLACK INK and write clearly within the boxes in CAPITAL LETTERS. Mark appropriate answer boxes with a cross [X].

### PART 1 INVESTOR IDENTIFICATION

*If this form accompanies an initial investment application, the Investor Number is not required.*

*These details can be found on the welcome letter which confirmed your initial investment in the fund.*

**Investor Number**

**Investment Name** (Example: "John Smith" or "John Smith ATF John R Smith Super Fund")

**Name of the Cromwell-managed fund**

### PART 2 BANK DETAILS

*We can only accept Australian bank account details.*

*Third Party Direct Debits will not be accepted.*

Name of Australian Financial Institution

Branch Name/Suburb/Town

BSB Number

Account Number

Name of your Account

### PART 3 DECLARATION AND AUTHORISATION

The Applicant requests and authorises Cromwell Funds Management Limited ABN 63 114 782 777, AFSL 333214 ("CFM"), User Identification Number 474608 to arrange, through its own financial institution and registry provider, for funds to be debited from the nominated account for any amount CFM has deemed payable by the Applicant. This direct debit or charge will be made through the Bulk Electronic Clearing System (BECS) from the Applicant's account held at the financial institution nominated above. The Applicant acknowledges this direct debit arrangement is subject to the terms and conditions of the Direct Debit Request Service Agreement in Part 4 of this form. By signing and/or providing CFM with a valid instruction in respect to this Direct Debit Request, the Applicant has understood and agreed to the terms and conditions governing the debit arrangements between the Applicant and CFM as set out in this request and in the Direct Debit Request Service Agreement. The Applicant authorises CFM to act in accordance with the Applicant's instructions and acknowledges that these instructions supersede and have priority over all previous instructions in respect to the Applicant's Investment. All bank account signatories must sign.

**Bank Account Holder 1**

Date

Name

**Bank Account Holder 2**

Date

Name

## PART 4

### DIRECT DEBIT REQUEST SERVICE AGREEMENT

This is your Direct Debit Service Agreement with Cromwell Funds Management Limited ABN 63 114 782 777, AFSL 333214 ("CFM"). It sets out the terms of the Direct Debt Arrangement under which you will pay application monies to us by way of a Direct Debit. It also details what 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 DDR authorisation.

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- 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. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.
  - 1.2 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.
  - 1.3 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 you.
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- 2. Amendments 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.
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- 3. Amendments by you**
- 3.1 You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least five (5) days notification by writing to:
    - (a) Boardroom Pty Limited, GPO Box 3993, Sydney NSW 2001, or
    - (b) by telephoning us on 1300 276 693 during business hours; or
    - (c) arranging it through your own financial institution.
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- 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.
  - 4.3 You should ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by your financial institution where the nominated account is based.
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- 5. Dispute**
- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 276 693.
  - 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.
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- 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. Direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all accounts;
    - (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.
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- 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 to initiate the drawing and disclosing information in connection with any query, claim or dispute).
  - 7.3 You consent to us using or releasing your nominated bank account information to your financial institution and our financial institution, so that we can investigate any possible incorrect debits, or if our financial institution needs information.
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