

# CFS Edge Super/Pension

## Change of bank account details

SAVE FORM

PRINT FORM

This form can be used to make changes to your nominated bank account for your CFS Edge Super or Pension account.

Mark appropriate answer boxes with a cross like the following . Start at the left of each answer space and leave a gap between words. All fields marked with an asterisk (\*) are mandatory and are required for us to complete your request.

Please upload the completed form to the Document Library via our online portal.

Telephone (for assistance) 1300 769 619

### SECTION 1 ACCOUNT DETAILS

\*Account number

\*Account name

### SECTION 2 BANK ACCOUNT DETAILS

**Note:** Any changes to the bank account details must be initialled.

\*Branch number (BSB)

 - 

\*Account number

\*Name of bank account

### SECTION 3 BANK ACCOUNT AUTHORISATION

Use this section to authorise the function of the nominated bank account listed in Section 2.

You can nominate different bank accounts for direct debit or withdrawal purposes. However, only one bank account can be nominated for each function at a time.

Cross if you authorise the above bank account for direct debit purposes (super accounts only).

Cross if you are nominating the above bank account for receiving regular and/or one-off withdrawals from your super or pension account.

### SECTION 4 DECLARATION AND SIGNATURE

I request Colonial First State Investments Limited (CFSIL) (Debit User ID: 636800) to debit my account through the Bulk Electronic Clearing System (BECS) described above, until further notice in writing.

I understand and acknowledge:

- I have read and agree to the terms and conditions in the direct debit request service agreement (available at the rear of this form);
- this agreement will remain in force, until further notice in writing in accordance with this form and the direct debit request, and/or authorising the above bank account for regular pension payments;
- the bank account nominated for pension payments is for my personal use and/or I will be in full receipt of the funds deposited;
- I am an authorised signatory on the above named business bank account (if applicable); and
- I consent to my information being used in accordance with the CFS privacy policy which can be accessed online at [cfs.com.au/cfsedge](http://cfs.com.au/cfsedge).

\*Member signature

\*Name

\*Date



If you complete this declaration with a wet signature, please submit a copy of your certified ID to accompany this request.

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

Service agreement held with: Colonial First State Investments Limited (ABN 98 002 348 352) (Debit User ID: 636800)

### 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 between you and us.

**BECS** means Bulk Electronic Clearing System as managed by the Australian Payments Network Limited.

**business 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 between us and you.

**us or we or User** means Colonial First State Investments Limited (ABN 98 002 348 352) who you have authorised by signing a direct debit request.

**you** means the bank account holder who signed the direct debit request.

**your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

### 1. Debiting your account

- 1.1 By signing a direct debit request, 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 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 business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. Changes 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. Changes by you

- 3.1 Subject to 3.2, you may change the arrangements under a direct debit request (which may include requesting deferment or alteration of the request) by writing to us in accordance with 8.1 and obtaining our written consent.
- 3.2 You may cancel your authority or your direct debit request (and may stop any debit payment before it occurs) by writing to us in accordance with 8.1. You should direct all requests for such stops or cancellations to us in the first instance rather than to your financial institution.
- 3.3 Your authority and direct debit request will be cancelled if you close your account with us.

### 4. Your obligations

- 4.1 It is your responsibility to ensure that the authorisation on the direct debit request is identical to the account signing instruction held by the financial institution of the nominated account.
- 4.2 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.
- 4.3 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 (provided that we have given you notice of any fees or charges imposed by us);
  - (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; and
  - (d) the settlement of an investment transaction may be delayed.
- 4.4 You should check your account statement to verify that the amounts debited from your account are correct.

### 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 619 719 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 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.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter, you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

### 6. Accounts

- 6.1 You should check:
  - (a) with your financial institution whether direct debiting is available from your account as direct debiting through BECS 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. We will comply with any relevant privacy laws.
- 7.2 Subject to relevant privacy laws, we will only disclose information that we have about you:
  - (a) to the extent specifically required by law;
  - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim); or
  - (c) to your financial institution if your financial institution requires such information in connection with a claim made on it relating to an alleged incorrect or wrongful debit.

### 8. Notice

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

Colonial First State Investments Limited  
Locked Bag 20130  
MELBOURNE VIC 3001
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have nominated.
- 8.3 Any notice will be deemed to have been received two business days after it is posted.