



## Your Privacy

The Fund is administered by us along with our service provider, Mercer Outsourcing (Australia) Pty Ltd. We collect, use and disclose personal information about you in order to manage your superannuation benefits and give you information about your super. We may also use it to supply you with information about the other products and services offered by us and our related companies. If you do not wish to receive marketing material, please contact us on **1300 MYLIFE (1300 695 433)**.

Our Privacy Policies are available to view at [www.mylifemysuper.com.au](http://www.mylifemysuper.com.au) or you can obtain a copy by contacting us on **1300 MYLIFE (1300 695 433)**.

If you do not provide the personal information requested, we may not be able to manage your superannuation.

We may sometimes collect information about you from third parties such as your employer, a previous super fund, your financial adviser, our related entities and publicly available sources.

We may disclose your information to various organisations in order to manage your super, including your employer, our professional advisors, insurers, our related companies which provide services or products relevant to the provision of your super, any relevant government authority that requires your personal information to be disclosed, and our other service providers used to assist with managing your super.

In managing your super your personal information will be disclosed to service providers in another country, most likely to Mercer's processing centre in India. Our Privacy Policies list all other relevant offshore locations.

Our Privacy Policies set out in more detail how we deal with your personal information and who you can talk to if you wish to access and seek correction of the information we hold about you. It also provides detail about how you may lodge a complaint about the way we have dealt with your information and how that complaint will be handled.

If you have any other queries in relation to privacy issues, you may contact us on **1300 MYLIFE (1300 695 433)** or write to the MyLife MySuper Privacy Officer, GPO BOX 4303, Melbourne, VIC 3001.

## Step 4 – Sign the form

I declare that ( *please*  *tick one box only* )

- I am under age 65     I am aged 65 – 74 and have been in paid employment for at least 40 hours in a period of not more than 30 consecutive days during this financial year

By signing this form I:

- acknowledge that this direct debit arrangement is governed by the terms of the Direct debit request service agreement
- have read and understood this form
- agree to be bound by the terms and conditions of the latest PDS
- confirm that I am eligible to make these voluntary contributions to MyLife MySuper
- understand and consent to my information being collected, disclosed and used in the manner set out in this form.

To action your direct debit request the signatures of all account holders are required if you have a joint financial institution account:

Signature

Date   /   /

Signature

Date   /   /

**Please return your completed form to MyLife MySuper, GPO Box 4303, Melbourne, VIC 3001.**



**This is your Direct Debit Service Agreement with CSF Pty Limited ABN 30 006 169 286 as Trustee of the MyLifeMyMoney Superannuation Fund, ABN 50 237 896 957, Direct Debit User ID 481027. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.**

## **Our commitment to you**

The trustee will:

- advise you, in writing, the details of the drawing arrangements (amount; frequency; commencement date) at least 14 business days prior to the first drawing
- draw the amount on the next business day where the due date falls on a non-business day
- forward all correspondence relating to this direct debit to the person and at the address set out in Step 1
- not change the amount or frequency of drawings arrangements without your prior approval
- reserve the right to cancel the drawing arrangements if 3 or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method
- keep all information pertaining to your nominated account at the Financial Institution private and confidential.

## **Your rights**

You may:

- stop the drawing arrangements at any time by giving written notice – this notice should be received by MyLife MySuper at least 5 business days prior to the due date
- stop payment of a drawing by giving written notice - this notice should be received by MyLife MySuper at least 5 business days prior to the due date
- request change to the drawing amount and/or frequency of drawings by contacting MyLife MySuper and advising your requirements no less than 5 business days prior to the due date
- take the matter up directly with MyLife MySuper where you consider that a drawing has been initiated incorrectly
- lodge a formal complaint regarding MyLife MySuper's operation of the Direct Debit Request by contacting our Complaints Officer at:  
MyLife MySuper  
GPO Box 4303  
Melbourne, VIC 3001

## **Your responsibilities**

It is your responsibility to:

- ensure that sufficient funds are available in the nominated account to meet a drawing on its due date
- ensure your nominated account can accept direct debits as some accounts cannot accept direct debits. Please check with your financial institution
- ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based
- complete and return to MyLife MySuper a new Direct Debit Request Form at least 14 days prior to the date for debiting your nominated account if the nominated account has been transferred, closed or the account details changed
- arrange with us a suitable alternate payment method if the drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.

## **Other information**

- This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated in Step 3 and will be subject to the terms and conditions of the Direct Debit Request Service Agreement;
- The details of your debiting arrangements are contained in the Direct Debit Request;
- The Trustee reserves the right to ask that instructions from the client to stop or in any way alter the debiting arrangement are in a written or electronic form;
- Your financial may charge you fees (including dishonor charges) in respect of this direct debiting arrangement.