



Direct debit request

Request and Authority to debit the account named below to pay Top Quartile Management Pty Ltd ABN 98 006 771 848

Direct debit request and authorisation

Last name or company name

First name or ABN

You request and authorise **Top Quartile Management Pty Ltd** (Australian Financial Services Licence **238816** and Direct Debit User ID **617747** to arrange, through its own financial institution, a debit to your nominated account of any amount requested via the **iress SuperConnector system**. 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 below and will be subject to the terms and conditions of the Direct debit request service agreement.

This form will only be accepted and acted upon if you log into the SuperConnector portal, thereby accepting the terms and conditions in the Product Disclosure Statement and Financial Services Guide (PDS) for the iress SuperConnector. It is not the issue, an offer to issue or an offer to arrange to issue iress SuperConnector. iress SuperConnector is issued by Financial Synergy Holdings Pty Ltd once you have received the PDS and completed the application by logging into the SuperConnector portal. The PDS will be issued when iress SuperConnector is available which is expected to be on 12th April 2021. You will be able to obtain a copy of the PDS at www.superconnector.iress.com. You should consider the PDS in deciding whether to use (or continue to use) iress SuperConnector.

Nominated account details

Please check with your financial institution your account can be direct debited as not all bank accounts allow direct debits.

Name of financial institution

Address of financial institution

Name of account to be debited

Bank state branch

Account number

Acknowledgement

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

Account Signatures

Please ensure this Direct Debit Request is signed in accordance with account authorities provided to your financial institution.

Authorised person's signature

Name of signatory

Date (dd-mm-yyyy)

Authorised person's signature

Name of signatory

Date (dd-mm-yyyy)

The following is your Direct Debit Service Agreement with **Top Quartile Management Pty Ltd, ABN 98 006 771 848**. The agreement is designed to explain 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.

We recommend you keep this agreement in a safe place 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 form.

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.
- 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 between us and you.
- us or we means Top Quartile Management Pty Ltd, (the Debit User) you have authorised by signing a direct debit request.
- you means the customer who signed the Direct Debit Request.
- your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.

1. Debiting your account

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.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request

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 by us

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 by you

You may change, stop or defer a debit payment, or terminate this agreement by arranging it through your own financial institution, or by providing us with written notification at least fourteen (14) days before the next debit day to: **Top Quartile Management Pty, L16, 385 Bourke St, Melbourne, Victoria, 3000** or by email to **superconnector@iress.com**

4. Your obligations

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.

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.

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

5. Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on **(03) 9018 5800** and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution directly.

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.

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

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

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 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 in connection with any query or claim).

8. Notice

If you wish to notify us in writing about anything relating to this agreement, you should write to us at: **Top Quartile Management Pty, L16, 385 Bourke St, Melbourne, Victoria, 3000**

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

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