



Customer DDR Service Agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made with Illawarra Retirement Trust (IRT). It also sets out your rights and your responsibilities to us.

Initial terms of the arrangement

In terms of the DDR arrangements we undertake to periodically debit your nominated account for the agreed amount in respect of fees and / or other services.

Drawing arrangements

The first drawing under this DDR arrangement will occur from/...../..... If any drawing falls due on a non-business day, it will be debited to your account on the next business day.

We will give you advance notice when changes to the initial terms of the arrangement are made. This notice may be in the form of the periodic increase to your fees as set out in your Residence Agreement and its corresponding notification requirements.

Your rights

Changes to the arrangement

Possible changes to the drawing arrangements may include deferring the drawing, altering the schedule, stopping an individual debit, suspending the DDR or cancelling the DDR completely.

Enquiries

Direct all enquiries to IRT, rather than to your financial institution, and these should be made at least 2 working days prior to the next scheduled drawing date.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, please take the matter up directly with IRT. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise IRT if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you requesting payment of the outstanding amount. Any transaction fees payable by us in respect of the above will be added to your outstanding amount.

If you have any queries in general or wish to discuss any changes to the Direct Debit arrangement including the initial terms and the drawing arrangements, or believe an error has been made, please contact IRT's Debtors Department on (02) 4221 6600.

Yours faithfully



Sean Spiers
Group Head of Finance