

# PAYMENT AUTHORITY

Please complete this form to update your ongoing premium payment details. This form may only be used as below, tick the one that applies to you:

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For policies outside super, where the policy owner is the account holder.

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For policies owned by the trustee of an SMSF, the account is an SMSF account.

Note: For policies owned by the trustee of an SMSF, there may be tax implications where premiums are paid from a personal account (for example a credit card). Speak to your financial adviser or tax agent on how this may affect you.

Alternatively, simply call us on **1300 476 030** and we'll take your new payment details over the phone.

## How to complete this form

The form is writable, so you can save a copy to your computer, type in your responses and email the completed form to **customer@encompassprotect.com.au**.

If you wish to make a one-off payment of an overdue premium, you can do so via credit /debit card over the phone.

Please call us on **1300 476 030** and we'll process your payment.

## Your policy details

Policy number

Insured person name

## Your payment details

Please select **one** of the payment options below and enter your details.

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### Credit card/Debit card payment

Account holder(s)

Type of card

☐

Mastercard

☐

Visa

Expiry date:

Card number

By submitting this form, you confirm you are the cardholder, and that you request us to debit the credit card above in payment of all outstanding and future premiums.

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### Direct debit request

Account holder(s)

Name of financial institution

BSB number

Account number:

By submitting this form, you're requesting that NEOS Life debit the account above on behalf of the insurer MLC Limited in payment of all outstanding and future insurance premiums via the Bulk Electronic Clearing System (MLC Limited Debit User ID No 633333).

Please advise whether you would like your premiums to be debited monthly or yearly

☐

Monthly

☐

Yearly

By submitting this form, you acknowledge and agree that:

- this direct debit request is governed by the Direct Debit Request Service Agreement which is set out below and in the Encompass Protection Product Disclosure Statement and Policy Document available at **www.encompassprotect.com.au/PDS**
- you're bound by all of those terms and conditions; and
- where there are other account holders, you have the authority to enter into this Direct Debit Request Service Agreement.

**Please return your completed form to [customer@encompassprotect.com.au](mailto:customer@encompassprotect.com.au)**



**encompassprotect.com.au**

GPO Box 239, Sydney NSW 2001

**e:** [customer@encompassprotect.com.au](mailto:customer@encompassprotect.com.au) **t:** 1300 476 030

# Direct debit request service agreement

## Definitions

**Account** means the account held at your financial institution from which we're authorised to arrange for your premium to be debited.

**Agreement** means the 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 your premium payment is due to us.

**Debit payment** means a particular transaction where a debit is made to your account.

**Direct debit request** means the direct debit request you've provided to us.

**Premium** means the premium payable for the cover provided by your Encompass Protection policy at the debit day.

**We/us/our** means MLC Limited (MLC Life Insurance) as the issuer and insurer of Encompass Protection.

**You/your** means the customer who provided the direct debit request to us.

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

## Debiting your account

By providing a direct debit request, you have authorised us to arrange for funds to be debited from your account for the purpose of paying the premium on your Encompass Protection policy. Your authority to us is consistent with the account authority, or signing instructions, for the named 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 for payment of the insurance premium as authorised in the direct debit request. The amount of the insurance premium may vary from time to time. We will not notify you of this variation unless we're required to do so under the terms and conditions of your Encompass Protection policy.

We will not issue a billing notification prior to debiting your account. 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're unsure about which day your account has or will be debited, you should ask your financial institution.

## Changes by us

We may vary any details of this agreement or a direct debit request at any time by giving you at least 30 days written notice.

## Changes by you

You may change the arrangements under a direct debit request by contacting us subject to:

- if you wish to stop or defer a debit payment you must notify us at least seven days before the next debit day. This notice should be given to us in the first instance;
- you may also cancel your authority with us to debit your account at any time by giving us at least seven days' notice before the next debit day. This notice should be given to us in the first instance.

You may also cancel a direct debit request by contacting your financial institution.

## Your obligations

It's 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:

- you may be charged a fee and/or interest by your financial institution;
- you may also incur fees or charges imposed or incurred by us; and
- 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.

If we're liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay us on demand an amount equal to the consideration payable for the supply, multiplied by the prevailing GST rate.

## Disputes

If you believe that there has been an error in debiting your account, you should notify us as soon as possible so that we can resolve your query.

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 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.

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 contact your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## Accounts

You should check:

- 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
- your account details which you provided to us are correct by checking them against a recent account statement; and
- with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

## 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:

- to the extent specifically required by the law; or
- for the purposes of this agreement (including disclosing information in connection with any query or claim).

## Notices

If you wish to notify us about anything relating to this agreement, our contact details are below.

Where we're providing you with a notification in writing, we'll send the notice via email.

## Change of life insurer

If we cease to be the insurer of the life insurance cover provided by Encompass Protection as a result of the insurance being transferred to another registered life insurer, then in order for premium payments to continue, the authorities provided to us under your direct debit request will be transferred to the new insurer without the need for your consent.

## Providing instructions

Your direct debit request may be provided to us in writing, by calling us or by such other electronic means that we choose to accept from time to time.

Unless we require otherwise, instructions from you in connection with this agreement (including any change to the account to which your direct debit request applies) may be provided to us in writing, by calling us or by e-mail.