

member direct debit request form after-tax contributions

HESTA

You can use the request form attached to set up a direct debit to make regular after-tax contributions from your bank account into your HESTA super account.

First, make sure you've given us your TFN. We won't be able to accept your after-tax contributions unless we have it.

The easiest way to make after-tax contributions to your super is to set up a direct debit from your bank account into HESTA. Please read the *Direct debit service agreement* before completing the *Direct debit request* on page 3. Keep a copy of this document for your records.

Direct debit service agreement

By choosing to submit a Direct Debit Request, you authorise H.E.S.T Australia Ltd (ABN 66 006 818 695), as Trustee for HESTA (we or us) to arrange for funds to be debited from your account. You should refer to your Direct Debit Request and this Agreement for the terms of the debit arrangement to apply between us and you.

This service agreement explains how your direct debit arrangement with us will work.

We may change or cancel the terms of this service agreement or direct debit request. When this occurs, we will aim to provide you with at least 14 days' notice for changes that may have an impact on the majority of our members who use direct debit. However, if the changes benefit you or have no impact on you, then we won't provide you with advance notice.

How we debit your account

We will initiate your scheduled payment around the 21st of the month of your nominated frequency. Depending on your financial institution it can take 1-2 business days after this for the funds to be transferred into your HESTA account.

If your scheduled payment date falls on a weekend or public holiday, we will initiate the payment on the next available working day. If you are uncertain when your next payment date is you can view your next scheduled payment via your online account at hesta.com.au/login

You should check with your nominated financial institution whether direct debiting is available from your account and ensure the account details you're providing are correct by checking them against a recent statement.

Successful payments

When your direct debit is successful, you'll be able to view the details by logging into your online account and viewing your transactions.

Unsuccessful payments

If your financial institution declines our debit request, we will endeavour to advise you. We won't attempt the same deduction again, but if three consecutive deductions are declined, we'll cancel your ongoing arrangement.

It's your responsibility to ensure sufficient cleared funds are available in your nominated account. We don't take any responsibility for fees or charges incurred on your account due to overdrawn funds or any other charges incurred because of direct debit arrangements.

Managing your direct debit

To change or cancel a direct debit you can submit a request through your online account or by calling us on 1800 813 327. This notice should be given to us at least 14 days before the next scheduled payment date.

Complaints

If you believe there has been an error in debiting your account, you should notify us directly on 1800 813 327. You may also direct any queries or complaints to your financial institution.

If we conclude that your account has been incorrectly debited, we will respond by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also confirm the adjustment applied to your account in writing.

Following our investigations, if we conclude that your account has not been incorrectly debited, we'll respond within 45 days of receiving your complaint, providing you with reasons and any evidence used in our investigation.

Our Privacy Policy

The information you provide in this direct debit request (including your account details) will be securely collected and stored in accordance with the HESTA Privacy Policy at hesta.com.au/privacy-policy

We may require this information to be provided to our banking provider where it relates to a claim that your account has been incorrectly or wrongfully debited.

Definitions

your 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 service agreement between you and us.

business day means a day other than a Saturday, Sunday or public holiday listed throughout Australia.

debit day means the day that payment by you to HESTA is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the direct debit request between you and us.

us, we or **our** means H.E.S.T. Australia Ltd, the Trustee of HESTA.

you or **your** means the customer who signed the *Member direct debit request*.

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

Why we ask for your TFN

By law super funds can only accept personal after-tax contributions if your tax file number (TFN) has been quoted.

We are authorised to collect your TFN under the *Superannuation Industry (Supervision) Act 1993* (SIS). This notice is to confirm the conditions under which your TFN will be used if you have already provided, or are in the process of providing, your TFN to us.

Supplying your TFN is voluntary, and it is not an offence if you choose not to provide it. However, if you do not provide it, we cannot process your direct debit request. We are required by law to take the necessary steps to properly safeguard your TFN, and our intention is to use it only for lawful superannuation purposes*.

A record of your TFN will be made for ongoing taxation and superannuation purposes. We may disclose your TFN to another superannuation provider if your benefits are transferred, unless you instruct us in writing not to disclose it to any other fund.

*Please note: new legislation may result in changes to these purposes.

Why should I provide my TFN?

Giving us your TFN will have the following advantages (which may not otherwise apply):

- you can avoid paying the top marginal tax rate on before-tax contributions made to your super account/s.
- after-tax super contributions can be made into your HESTA account. If eligible, you may be entitled to a government co-contribution on any personal after-tax contributions you make.
- no additional tax will be deducted when you start withdrawing your super benefits (other than the tax usually deducted from super).
- it will make tracing different super accounts in your name easier, allowing you to combine all your super accounts into one (if you wish) and receive all super benefits due to you when you retire.

member direct debit request after-tax contribution

HESTA

Use this form to make regular after-tax contributions from your bank account into your HESTA super account via direct debit. Complete all parts of this form by typing information or if writing use CAPITAL LETTERS and scan and email to hesta@hesta.com.au or mail to **HESTA, Locked Bag 5136, Parramatta, NSW 2124**

1 Work out if you can add extra to your super

To confirm you can add extra to your super, mark the box below.

I am under age 75.

Note: From 1 July 2022, if you're aged under 75, you can add to super by making personal contributions. You no longer have to meet the Work Test criteria or Work Test Exemption. If you're 75 or older, you can make personal contributions within 28 days of the month that you turned 75.

2 Member details

Request and authority to debit the account named in sections 4 and 5 to pay HESTA.

Title: Ms Mrs Miss Mr Dr Other

HESTA member number:

Given name/s:

Family name:

Preferred mailing address:

PO Box/Unit number/Street number

Street name

Suburb

State/Terr. Postcode

Telephone number (home):

Telephone number (work):

Telephone number (mobile):

Email:

By providing your email, you agree to receive electronic communication of materials, that might otherwise have been sent in paper, from us in the future.

3 Tax file number (TFN)

We are authorised by law to ask for your TFN. You do not have to provide it but if you don't, you may end up paying more tax than you need to. To find out more about how your TFN is used, disclosed or what may happen if you don't provide it go to our website hesta.com.au/tfn

My tax file number is:

I authorise HESTA to use my TFN for the purpose of using the ATO SuperMatch service to locate other superannuation accounts and reunite any identified ATO held monies with my HESTA account. My consent will be retained by HESTA for future searches unless revoked by me.

Yes No

4 Details of account to be debited

Account name:

Note: Your nominated bank account must be held in your name or, if it is a joint account, you must be one of the account holders.

I confirm that the bank account is in my name (or jointly) and the details provided above are correct.

BSB:

! Please ensure the information you have provided is correct as it may not be possible to recover your money if it is paid to an unintended recipient. HESTA takes no responsibility for incorrect bank details being provided.

Account number:

5 Acknowledgement and authority to debit

Amount to be deducted (\$):

\$, .

Frequency (mark one):

- monthly quarterly
 six-monthly annually

! Debits occur around the 21st of the month of your nominated frequency. We must receive your signed and dated form 10 working days prior to the first time the direct debit is to begin. Forms received later will not be processed until the following month.

By signing this direct debit request you acknowledge having read and understood the terms and conditions governing the debit arrangement between you and the Trustee as set out in this request and in the *Direct debit service agreement*.

When making after-tax contributions to superannuation, you should consider the contributions cap that applies to the amount of these contributions that can be made in any one year. There are significant tax implications if this cap is exceeded. For more information on contributions caps visit ato.gov.au/super

Applicant's signature:

Date:

Second signatory:

If you have a joint bank account, please ensure the other account holder signs here.

Date:

contact us

hesta@hesta.com.au | 1800 813 327 | **Email form to hesta@hesta.com.au or mail to: HESTA, Locked Bag 5136, Parramatta NSW 2124**

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL No. 235249, Trustee of HESTA ABN 64 971 749 321. The information you provide on this form, and any subsequent information you provide to us or our service providers in relation to this form, is collected in accordance with the HESTA Privacy Collection Statement available at hesta.com.au/privacy or by calling 1800 813 327. Where you provide us with personal information about another person, it is your responsibility to notify that person about the disclosure of their personal information to us.