

## Direct Debit Request Form

I/We request you Lismore Management Corporation Ltd User ID 253189 to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

I/we have read the "Customer DDR Service Agreement" provided with this form and agree with its terms and conditions.

I/We request this arrangement remain in force in accordance with the details set out below and in accordance with the "Customer DDR Service Agreement".

Name(s)	<input type="text"/> <input type="text"/>
Investor No	<input type="text"/>
Address	<input type="text"/> <input type="text"/>
Signature(s)	<input type="text"/> <input type="text"/>
	If debiting from a joint bank account, both signatures are required
Date	<input type="text"/>
Name and Branch of Financial Institution	<input type="text"/> <input type="text"/>
Name of Account	<input type="text"/> <input type="text"/>
BSB No.	<input type="text"/>
Account No.	<input type="text"/>
Frequency	<input type="text"/>
Commencement Date	<input type="text"/>
Amount	<input type="text"/>



## Direct Debit Customer Service Agreement

### Our responsibility

- The direct debit of future investment amounts will be drawn by Lismore Management Corporation Ltd in terms of your “Direct Debit Request”. Please ensure your investment funds are cleared and available.
- Lismore Management Corporation Ltd reserves the right to cancel the direct debit arrangements if 3 or more drawings are returned unpaid by your nominated financial institution.
- Subject to its obligations at law, Lismore Management Corporation Ltd will keep all information pertaining to your nominated account at the financial institution private and confidential.
- Where the due date for a drawing falls on a non-business day, Lismore Management Corporation Ltd will draw the amount on the next business day.
- Lismore Management Corporation Ltd will investigate and deal promptly with any queries, claims or complaints regarding debits providing a response within 20 business days.

### Your responsibility

- Where you consider that a drawing has been initiated incorrectly you should take the matter up directly with Lismore Management Corporation Ltd.
- It is your responsibility to ensure that the authorisation on the direct debit request is identical to the account signing instruction held by the financial institution of the nominated account.
- It is your responsibility to ensure at all times that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- It is your responsibility to advise Lismore Management Corporation Ltd if the account nominated by you to meet a drawing is altered, transferred or closed.
- It is your responsibility to arrange with Lismore Management Corporation Ltd a suitable alternate payment method if the drawing arrangements are stopped either by you or the nominated financial institution.
- It is your responsibility to meet any charges resulting from the use of the direct debit system. This may include fees charged by Lismore Management Corporation Ltd as a result of drawings being returned unpaid.

### Your rights

- You may request or defer or alter the drawing authority, by giving written notice to Lismore Management Corporation Ltd. Lismore Management Corporation Ltd must receive such notice at least 5 business days prior to the date of the next drawing.
- You may cancel the direct debit arrangement at any time by giving written notice to Lismore Management Corporation Ltd. Lismore Management Corporation Ltd must receive such notice at least 5 business days prior to the date for the next drawing.
- All transaction disputes, queries and claims should be raised directly with Lismore Management Corporation Ltd. Lismore Management Corporation Ltd will provide a verbal or written response within 20 business days from the date you notify Lismore Management Corporation Ltd. If the dispute is successful Lismore Management Corporation Ltd will reimburse you by way of electronic credit to your nominated account.