

Guide to completing this form

- This form is to be completed by investors who wish to commence their LifeIncome via direct debit.
- The minimum investment amount for LifeIncome is \$10,000. Please ensure the minimum amount requirement is met.
- Please complete these instructions in BLACK/BLUE INK using CAPITAL LETTERS.

1. Investor details

Client number (if known):

Account number:

Investor name:

Date of birth:

(DD/MM/YYYY)

2. Direct debit details and authorisation**Investment amount**

Please specify the investment amount to be direct debited.

Direct debit bank details

Please note, the bank account name must match the name of the LifeIncome account, or be a joint account with another person.

Bank and branch name:

Account name:

BSB:

Account number:

I/we request Generation Life Limited (Direct Debit User ID 263858) to arrange for funds to be debited from my/our account as described in this form. I/we have read and understood the terms and conditions of the Direct Debit Service Agreement below and agree to them.

Signature of account holder

Name: (PLEASE PRINT)

Signature:

Date:

(DD/MM/YYYY)

Signature of joint holder (if applicable)

Name: (PLEASE PRINT)

Signature:

Date:

(DD/MM/YYYY)

3. Declaration and signatures

I declare that all details in this form are true and correct.

I authorise Generation Life Limited to process the instructions set out in this form.

I acknowledge that Generation Life Limited will initiate direct debit drawings automatically upon acceptance of my instruction and Generation Life will not advise me beforehand.

I confirm that I have received a copy of the current Product Disclosure Statement (PDS) and have read and understood the PDS and agree to be bound by the terms and conditions set out in the PDS.

If this form is signed under Power of Attorney the attorney certifies that he/she has not received notice of revocation of that power.

If your Power of Attorney has not previously been registered by us, we will require a certified copy of the Power of Attorney document as well as the appropriate proof of identification documents in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

For more information, please refer to the 'Completing proof of identity' document on our website.

Signature of Investor

Name: (PLEASE PRINT)

Signature:

Date:

(DD/MM/YYYY)

Please select the appropriate box:

☐

Individual

☐

Power of Attorney

You can submit this form by:**Email:** enquiry@genlife.com.au**Mail:** GPO Box 263, Collins Street
West Melbourne VIC 8007

Direct Debit Service Agreement

Debiting your account

By signing a direct debit request, you have authorised us to arrange for funds to be debited from your nominated account. We will only arrange for funds to be debited from your nominated account as authorised in the direct debit request.

If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your nominated account on the following business day. If you are unsure about which day your nominated 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 14 days' written notice.

Your obligations

It is your responsibility to ensure that there are sufficient cleared funds available in your nominated account to allow a debit payment to be made in accordance with the direct debit request.

If there are insufficient cleared funds in your nominated 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 cleared funds to be in your nominated 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 are 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.

Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on 1800 806 362 during business hours (Melbourne time) and advise us in writing as soon as possible so that we can resolve your query more quickly.

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 of 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 refer it to 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 nominated account details that you have 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 this 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 law; or
- for the purposes of this agreement (including disclosing information in connection with any query or claim).