

Life Insurance Payment Advice

TOWER Australia Limited
ABN 70 050 109 450 AFSL 237 848

1. YOUR POLICY

Policy owner(s) full name

Reference no.

Your contact numbers

Your premium due date is / / Amount due \$

Please provide a new contact phone number here if it has changed recently.

2. EASY PAYMENT OPTIONS

Which of the following easy payment options would you prefer to use?

Credit Card *Please complete*

Name of account holder(s)

Expiry date / Type of card Visa Mastercard

Card number

This authority covers This and future payments* or This payment only

* I request you, until further notice in writing, to debit my credit card account described above, with any amounts which TOWER Australia Limited may charge me.

or

Direct Debit *Please complete*

Name of account holder(s)

Name of financial institution

BSB Number - Account number

This authority covers This and future payments* or This payment only

* I/We request you, until further notice in writing, to debit my/our account above with any amounts which TOWER Australia Limited, User ID 245397 may debit or charge me through the direct debit system in terms of the payment arrangement made between us.

I/We acknowledge and agree that:

- this Direct Debit Request is governed by the terms and conditions of the Direct Debit Request Service Agreement as described overleaf
- by signing this form, I acknowledge that I am bound by all of the terms and conditions of the Agreement.

PRIVACY

TOWER is bound by obligations imposed by privacy legislation. The way in which TOWER collects, uses, discloses and handles your personal and sensitive information is described in the TOWER privacy policy. If you have questions about your privacy or would like to know more about the TOWER privacy policy it is available from www.toweraustralia.com.au, by writing to the Privacy Officer at PO Box 142 Milsons Point NSW 1565, or by telephone on 1300 209 088.

AUTHORISATION

Signature of account holders (or authorised company signatory/ies) X Date / /

Please print name(s) in full

DIRECT DEBIT REQUEST AGREEMENT TERMS AND CONDITIONS

- 1. The Direct Debit System**
 - 1.1. TOWER is a Debit User under the Direct Debit System and has entered into a Debit User agreement with certain banks. Accordingly the bank has agreed to sponsor TOWER in an electronic payments clearing system for the purposes of direct debit drawings provided you have authorised TOWER to do so under the Direct Debit Request.
- 2. Your Authority to TOWER**
 - 2.1. You acknowledge that by signing the Direct Debit Request, you have requested, authorised and given your consent to TOWER to debit your account.
 - 2.2. TOWER will not be obliged to effect a direct debit drawing if the information on the Direct Debit Request is incomplete and/or inaccurate.
 - 2.3. All your instructions in relation to the Direct Debit Request must be given to TOWER and not to the Bank.
- 3. Direct Debit Request Service Agreement**
 - 3.1. By signing the Direct Debit Request you:
 - have agreed to these terms and conditions; and
 - acknowledge that the signed Direct Debit Request and these terms and conditions will together form the Direct Debit Service Agreement.
- 4. Direct Debit Procedures**
 - 4.1. TOWER will issue instructions to the Bank to debit your Account on the date, with the Payment Amount and for the Frequency nominated until you inform TOWER otherwise.
 - 4.2. TOWER's instructions to the bank will be immediate and irrevocable and means that you must exercise care when you complete the Direct Debit Request.
 - 4.3. If the day nominated in the Direct Debit Request is not a Banking Business Day, the drawing will occur on the next business day.
- 5. Your Account**
 - 5.1. You will ensure that your Account can accept Direct Debit drawings.
 - 5.2. You will ensure that your Account has sufficient clear funds to cover the Direct Debit drawing for the Payment Amount on the dates on which the direct debit drawings are made. If your Account does not have sufficient clear funds, TOWER may issue instructions to the Bank for the direct debit drawing of the Payment Amount as soon as your Account has sufficient clear funds or seek payment from you separately.
 - 5.3. TOWER is informed by the Bank that a direct debit drawing cannot be made from your Account for any reason whatsoever, you can either make a payment of the amount due to TOWER separately or TOWER in their discretion will debit your account for the arrears. No action or inaction by TOWER will operate as a waiver of your obligation to make a relevant payment to TOWER.
 - 5.4. The bank may collect fees and charges (including fees and charges for dishonoured direct debit drawings) in relation to your Account. Such fees and charges are subject to the terms and conditions relating to your account as established by the Bank. Information on all fees and charges should be requested from the Bank.
- 6. Variation and Termination of Your Authority**
 - 6.1. You may vary any of the Direct Debit arrangements as set out in the Direct Debit Request (whether it is to stop, cancel or suspend those arrangements) by providing instructions in writing to TOWER at least five business days prior to the date on which the Direct Debit arrangements are to be varied.
 - 6.2. TOWER is only obliged to act on any instruction issued to it within five business days after the date on which it receives the instruction.
 - 6.3. You must inform TOWER of any direct debit drawing which has been made from your Account which is not authorised or if there is any mistake in processing any direct debit drawing from your Account.
 - 6.4. If you discover that the amount TOWER was authorised to draw from your account:
 - is greater than the amount due to TOWER, you may contact TOWER for a refund;
 - is less than the amount due to TOWER, you must make a separate payment for the shortfall to TOWER. You remain at all times responsible to make full and complete payment of each amount due to TOWER.
 - 6.5. You may terminate the authority under the Direct Debit Request at any time by giving written notice to TOWER.
 - 6.6. TOWER may terminate your Direct Debit Request by giving written notice to you at the address you have notified to TOWER.
- 7. Variations by TOWER**
 - 7.1. TOWER agrees that it will provide notice in writing of no less than four calendar days to you if it proposes to vary any of these terms and conditions. Any variation to these terms and conditions will take effect immediately on the date specified in such a notice by TOWER.
- 8. Privacy and Confidentiality**
 - 8.1. TOWER is bound by obligations imposed by privacy legislation. The way in which TOWER collects, uses, discloses and handles your personal and sensitive information is described in the TOWER privacy policy. If you have questions about your privacy or would like to know more about the TOWER privacy policy it is available from www.toweraustralia.com.au, by writing to the Privacy Officer at PO Box 142 Milsons Point NSW 1565, or by telephone on 1300 209 088.
- 9. Notices, Queries and Problem Resolution**
 - 9.1. Any notice or communication in connection with these terms and conditions must be:
 - in writing, signed and addressed, to:
Customer Service Centre
TOWER Australia Limited
PO Box 142
Milsons Point NSW 1565
 - delivered or posted to the above address, or sent by fax (in a legible form) to the number of the addressee
- 10. General Matters**
 - 10.1. Direct Debit Request Agreement is governed by the laws of New South Wales.
 - 10.2. You acknowledge that TOWER (nor any person acting on its behalf) has not made any representation or offered other inducement to you to sign the Direct Debit Request.
 - 10.3. TOWER will not be liable for:
 - any failure or delay on the part of the Bank in fulfilling an instruction from TOWER for direct debit drawing to be made from your Account;
 - indirect, special or consequential loss or damage caused, including negligence; and events beyond TOWER's reasonable control.

Please return the completed form to:

TOWER Australia Limited
PO Box 142
Milsons Point NSW 1565
T: 1300 209 088
F: 1300 351 133