



Life Insurance Payment Advice

1. Your Policy

Policy owner(s) full name

Reference NO.

Your contact numbers

Your premium due date is Amount due \$

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 TAL Life 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 TAL Life Limited, User ID 245397 may debit or charge me through the bulk electronic clearing system (BECS) 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

The Privacy of TAL customers is important and TAL is bound by obligations imposed by current privacy laws including the Australian Privacy Principles.

The way in which TAL collects, uses, secures and discloses your personal information is set out in the TAL Privacy Policy available at <http://www.tal.com.au/Privacy-Policy> or free of charge on request to TAL using the contact details below.

- 1300 209 088
- 1300 351 133
- customerservice@tal.com.au
- www.tal.com.au
- GPO Box 5380, Sydney NSW 2001

If you want to know more about our approach to privacy you can contact our Privacy Officer. In addition, the website of the Office of the Australian Information Commissioner at www.oaic.gov.au also contains a great deal of useful information about privacy matters, although TAL is not responsible for the content on that website.

TAL may collect, use or disclose your personal and sensitive information to assess, verify and process an insurance policy application or to process a claim.

Your information may be collected from or disclosed to other entities under current privacy legislation and these may include medical practitioners, health professionals, employers, superannuation trustees and their administrators where relevant, reinsurers, accountants, lawyers and Government departments where authorised or required by law.

Authorisation

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

X

Date

DD / MM / YYYY

Direct Debit Request Agreement Terms and Conditions

1. The Bulk Electronic Clearing System (BECS)

- 1.1. TAL is a Debit User under the BECS and has entered into a Debit User agreement with certain banks. Accordingly the bank has agreed to sponsor TAL in an electronic payments clearing system for the purposes of direct debit drawings provided you have authorised TAL to do so under the Direct Debit Request.

2. Your Authority to TAL

- 2.1. You acknowledge that by signing the Direct Debit Request, you have requested, authorised and given your consent to TAL to debit your account.
- 2.2. TAL 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 TAL 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. TAL 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 TAL otherwise.
- 4.2. TAL'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, TAL 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. TAL 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 TAL separately or TAL in their discretion will debit your account for the arrears. No action or inaction by TAL will operate as a waiver of your obligation to make a relevant payment to TAL.
- 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 TAL at least five business days prior to the date on which the Direct Debit arrangements are to be varied.
- 6.2. TAL 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 TAL 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 TAL was authorised to draw from your account:
 - is greater than the amount due to TAL, you may contact TAL for a refund;
 - is less than the amount due to TAL, you must make a separate payment for the shortfall to TAL. You remain at all times responsible to make full and complete payment of each amount due to TAL.
- 6.5. You may terminate the authority under the Direct Debit Request at any time by giving written notice to TAL.
- 6.6. TAL may terminate your Direct Debit Request by giving written notice to you at the address you have notified to TAL.

7. Variations by TAL

- 7.1. TAL 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 TAL.

8. Privacy and Confidentiality

- 8.1. TAL is bound by obligations imposed by privacy legislation. The way in which TAL collects, uses, discloses and handles your personal and sensitive information is described in the TAL privacy policy. If you have questions about your privacy or would like to know more about the TAL privacy policy it is available from www.tal.com.au, by writing to the Privacy Officer at GPO Box 5380, Sydney NSW 2001, 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
TAL Life Limited
GPO Box 5380
Sydney NSW 2001
 - 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 TAL (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. TAL will not be liable for:
 - any failure or delay on the part of the Bank in fulfilling an instruction from TAL for direct debit drawing to be made from your Account;
 - indirect, special or consequential loss or damage caused, including negligence; and events beyond TAL's reasonable control.

Please return the completed form to:
TAL Life Limited, GPO Box 5380, Sydney NSW 2001
T 1300 209 088 **F** 1300 351 133 www.tal.com.au