







# Important information about changing your account details

## How do I change my account details?

As an investor with Colonial First State there are a number of ways you can make changes to your account including over the internet, by phone, letter, fax or by using the pre-printed form attached.

The following circumstances may constitute a change of account details:

- Updating your contact details (address, phone number etc)
- Changing or providing your Tax File Number (TFN)
- Updating your income distribution method
- Changing your Australian financial institution account
- Updating or changing your account name

## How do I provide my TFN?

This section will assist you in completing section 3 of the attached form.

- Individual: Write 'I' in the small box, then your TFN.
- Organisations not required to lodge a tax return: Write 'N' in the small box, then the reason for exemption in the space.
- More than one person or organisation: Write 'J' in the small box, then the TFNs of two investors only. Give details of people with a TFN before details of people who are exempt.
- Companies (C) or partnerships (P): Write 'C' or 'P' in the small box, then the company or partnership TFN.
- Super Funds (S) or Trusts (T): Write 'S' or 'T' in the small box, then the Super Fund or Trust TFN.
- Exemptions: Write the full name of the benefit you receive, eg Age Pension, Service Pension, Wife's Pension, Carer's Pension, Widow B Pension, Sole Parent's Pension, Special Benefit, Rehabilitation Allowance, Disability Support Pension or Special Needs Pension.

For further details on providing your TFN, please refer to the current Product Disclosure Statement.

## Direct debit customer service agreement

### Our commitment to you

- We will send you regular transaction statements in addition to the initial confirmation of your drawings.
- Where the due date for a drawing falls on a non-business day, we will draw the amount on the next business day.
- We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.
- We may terminate your direct debit arrangement if drawings are returned unpaid, or if debit is unsuccessful three times in any 12-month period.
- We will keep all information provided by you, and details of your nominated account at the financial institution, private and confidential.
- We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

### Your commitment to us

- It is your responsibility to check with your financial institution prior to completing the direct debit request, that direct debiting is available on that account.
- 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 us if the account nominated by you to receive the drawings is altered, transferred or closed.
- It is your responsibility to arrange with us a suitable alternative 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 us as a result of drawings returned unpaid.

### Your rights

- You may request to defer or alter the agreed drawing schedule, by giving written notice to us. Such notice should be received by us at least five business days prior to the due date for the next drawing.
- You may cancel the direct debit arrangement at any time by giving written notice to us. Such notice should be received by us at least five business days prior to the due date for the next drawing. Your nominated financial institution may also accept a request to cancel your direct debit arrangement with us.
- All transaction disputes, queries and claims should be raised directly with us. We will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.

**Please phone Colonial First State Investor Services on 13 13 36 or send an email to [contactus@colonialfirststate.com.au](mailto:contactus@colonialfirststate.com.au) with any questions.**