



Foresters Funeral Fund Funeral Bond

Disclosure Document
dated 1 January 2018

Ancient Order of Foresters
in Victoria Friendly Society Limited
ABN 27 087 648 842 AFSL 241421

Foresters Funeral Fund
Funeral Bond





Funeral Bond

Investing in a funeral bond gives you the peace of mind that you are not passing on expenses to family and friends.

A funeral bond ('the Bond') is a great way to relieve the financial stress that can come with leaving your loved ones to pay for your funeral expenses. By investing in a Bond, your investment is capital guaranteed with the specific purpose of meeting future funeral expenses. Monies paid into the Bond are held in the Foresters Funeral Benefit Fund ('the Fund'), established and administered by Foresters Friendly Society ('Foresters').

Upon your application to invest in the Fund being accepted, you become a member of the Fund and a member of Foresters and are subject to the Fund Rules and the Society's Constitution.

The Fund is an investment vehicle in which you can invest, to provide for your reasonable funeral expenses and it may also help in maximising social security benefits.

Foresters Friendly Society

Foresters is a public company registered under the *Corporations Act 2001*, and is a traditional Friendly Society that has served the Australian community since 1849.

The Bond operates under the registered rules of the Fund. Foresters is subject to the *Life Insurance Act 1995* and the *Corporations Act 2001* and the regulations made under those Acts.

Your investment should be safeguarded under the control of an independent entity until such time as your funeral service is required. The Fund serves this purpose.

The Foresters Funeral Benefit Fund

The Fund is an investment vehicle in which you can invest, to provide for your funeral expenses and it may also help maximise social security benefits.

The proceeds of your investment in the Fund are paid out upon death and can be used for any or all of the following funeral expenses:

- » Burial or Cremation;
- » Additional vehicles;
- » Clergy offering/Celebrants fees;
- » Costs of obtaining statutory certificates;
- » Habit/shroud/clothing for viewing;
- » Funeral director professional service fees;
- » Provision of casket/coffin;
- » Funeral notices;
- » Organist fees;
- » Floral tributes;
- » Embalming, mausoleum; and
- » Other funeral-related expenses.

What are the key features of the Fund?

The key features of the Fund include:

- » Your investment is capital guaranteed;
- » There are no medical restrictions;
- » You can invest in the Fund in joint names;
- » You can invest up to a maximum of \$12,750. This limit is indexed on July 1st each year;
- » Your investment can help maximise any social security entitlements;
- » The Fund provides annual bonus payments;
- » Payments into the Fund can either be in one lump sum or by way of regular instalments from as little as \$25 per month;
- » Your investment is subject to a cooling off period; and
- » The optional Prepaid Travelcare Plan.



Investment Information

How will my investment be paid?

The Bond offers you the flexibility to choose between three different options for paying out your investment:

- » Non-Assigned funeral bond
- » Nominate a preferred funeral director ('Preferred Funeral Director')
- » Nominate a funeral director as your beneficiary ('Nominated Funeral Director')

Each option will affect how your investment is treated. The table below summarises the main features of each option.

Non-Assigned Bond

A Non-Assigned Bond is where you do not appoint a specific funeral director or make any specific pre-arrangements in regards to your funeral. In this situation, upon receipt of satisfactory documentation, your investment and accumulated bonuses are paid to your legal personal representative (usually your estate representative) to be applied towards your funeral expenses. Any excess of funds will be retained in your estate and be available for distribution to your beneficiaries. It is possible for members, at least 16 years of age, to assign their Bond to a funeral director in conjunction with a prepaid funeral contract.

	Non-assigned funeral bond	Preferred Funeral Director	Nominated Funeral Director
Who is the legal owner of my investment?	The policy holder remains the legal owner		
Can I change to a new funeral director?	Not applicable as you have not provided a preferred or nominated funeral director	Yes, at any time	
Who can submit a claim for payment?	Your estate representative	Your preferred funeral director if they have carried out the service	Your nominated funeral director if they have carried out the service
What happens if there is an excess in my fund after all the funeral expenses have been met?	Any excess is paid to your estate representative		
Who will receive annual fund statements?	The policy holder only	The policy holder unless you agree to release policy information to your preferred funeral director	The policy holder and your nominated funeral director
If you want to enter into a prepaid funeral contract can I use this funeral bond document?	No. If you want to enter into a prepaid funeral contract, you will need to apply under the Foresters Prepaid Funeral Plan Disclosure Document		

Preferred Funeral Director

Under the Fund Rules, you are able to specify a preferred funeral director to whom upon your death, your investment and accumulated bonuses will be paid to meet your funeral expenses, subject to satisfactory evidence that your funeral has been carried out. Any investment amount remaining will be paid to your estate representative. With your prior approval, your preferred funeral director will be provided with details of your investment from time to time. Preferred funeral directors may be changed by written notice to Foresters.

The application form contains a provision for you to specify your preferred funeral director.

Nominated Funeral Director

A Nominated Funeral Director is where you nominate a funeral director with whom you may have specified your funeral arrangements but have not entered into a prepaid funeral contract. If you have entered into a prepaid funeral contract, then you will need to invest through the Foresters Prepaid Funeral Plan.

If you have not entered into a prepaid funeral contract, upon your death your nominated funeral director is entitled to your investment and accumulated bonuses to meet your funeral expenses subject to satisfactory evidence that your funeral has been carried out. Any excess remaining after payment of the funeral expenses will be paid to your estate representative. Both you and the nominated funeral director will be provided with details of your investment from time to time. Nominated Funeral Directors may generally be changed by written notice to Foresters.

The application form contains a provision for you to nominate a funeral director.

Joint investments

You can enter into the Bond in joint names, however in such circumstances, upon the death of the first of the joint investors, your investment and accumulated bonuses will be paid out in full to meet the funeral expenses of the deceased member and the surviving member will then have to enter into a new funeral bond in order to meet their future funeral expenses.

How will the Fund's assets be invested?

The objective of the Fund is to provide investors with competitive returns, whilst protecting the security of their investment.

Under the Fund Rules, Foresters has the power to invest in a range of investments. These investments are made by Foresters' appointed investment adviser. In addition, Foresters may invest in cash deposits with other financial institutions.

Asset allocation range

In accordance with the Fund Rules, the Fund may principally invest in cash, fixed interest securities, stocks and Bonds. Typical investments may include low-risk highly rated government and semi-government securities, money market securities, mortgage-backed securities, bank-backed securities, stocks and term deposits. The Fund Rules also allow investments with other financial institutions and in mortgages secured against land.

Investments in the Fund may be subject to market or security specific risk. Market risk is where unexpected market conditions may have a negative impact on the return of all investments in a particular market. This could be a sudden decline or a general rise in interest rates. Security specific risk is where the value of a specific security is affected by such things as a rise or fall in interest rates, which could affect the underlying value of a debt security.



Current investment information

You can obtain up-to-date investment information, including the asset allocation and historical bonus rates of the Fund, by visiting the Foresters' website www.forestersfs.com.au. Alternatively, you can contact our office on Free Call 1800 645 326.

How are bonuses calculated?

A bonus rate is declared at 30 June each year. It is based on the investment earnings of the Fund, less income tax calculated at the corporate rate of 30%, management fees, and any other required transfers to statutory reserves.

The appointed actuary makes a recommendation for the annual bonus, which is subject to approval by the Board of Directors of Foresters.

Once allocated, bonuses form part of your capital guaranteed investment in the Fund and contribute to increased future bonuses. For withdrawal payments that occur during the financial year, an interim bonus rate may be payable.

Your benefit is calculated by adding;

- » The capital component of your investment (the initial investment less management fees); plus
- » Declared bonuses and the interim bonus applied to the investment for the period since the date of the last bonus declaration to maturity date; plus
- » The amount Foresters expects to recover on the tax paid on the investment income of the Fund. The value of any tax recovered by Foresters is referred to in this document as the 'Maturity Bonus'. The Maturity Bonus is expected to equal the tax paid on the Fund's earnings.

Please note:

- » The interim bonus is not guaranteed and can be amended at any time in the event of adverse investment experience; and
- » Past performance cannot be taken as a guide to future returns. The future bonus rates of the Fund are not guaranteed and may be subject to fluctuations.

What does the capital guarantee mean?

It means that all contributions to the Fund and declared bonuses, less fees have a capital guarantee supported by the solvency reserves that Foresters maintains in accordance with the *Life Insurance Act 1995* and the APRA Prudential Standards issued under that Act. The nature of the underlying investments reinforces the integrity of the capital guarantee.

When can my investment be withdrawn?

As your Bond has been specifically designed to meet your future funeral expenses, withdrawal can only occur at time of death (subject to the cooling off period of the Fund). **After the cooling off period has expired, your investment and accumulated bonuses cannot be accessed until after your death.**

Can I pay by regular instalments?

The Fund can accept minimum contributions of \$25 per month.

These contributions can be made by:

- » Cheque; or
- » Direct debit of a bank account or credit card

How much can I invest in the Fund?

You can invest up to a maximum of \$12,750. This limit is indexed on 1st July each year.

Additional contributions over \$12,750 may be made (if applicable) to cover the Travelcare Plan.

Are there any medical restrictions for the Fund?

There are no medical restrictions to investing in the Fund.

Are there any age restrictions for the Fund?

As per the *Life Insurance Act 1995* a person who is at least 10 but has not reached 16 years of age may, with written consent of a parent or guardian, invest in the Fund.

Prepaid Travelcare Plan

The Foresters Prepaid Travelcare Plan offers peace of mind for you and your family should you die whilst travelling within Australia.

If you die within Australia, the cost of transportation from the place of death to the funeral home of your chosen funeral director, up to a maximum of \$3,000 is covered.

Your chosen funeral director must operate from premises within 70km of your residential address. This distance restriction may not apply for rural-based funeral directors.

To make a claim, notice and supporting evidence of death must be sent within 30 days of the life assured's death or as soon thereafter as is reasonably possible to Foresters at its registered office.

What does the Prepaid Travelcare Plan cover?

- » Transportation costs;
- » A suitable container for transportation;
- » Charges for professional fees and documentation; and
- » Mortuary preparation.

The Prepaid Travelcare Plan is fully reinsured with a reinsurer registered under the Life Insurance Act 1995. The underwriter of the Prepaid Travelcare Plan pays Foresters a commission for the promotion and marketing of this product.

This is a summary of the cover only and other restrictions may apply as set out in the disclosure document for the Prepaid Travelcare Plan.

How much does the Prepaid Travelcare Plan cost?

A once-only non-refundable premium is payable in full at the time you apply for protection for both single and joint cover.

These premiums are:

- » \$125 per person if you are aged 74 years or less; or
- » \$160 per person if you are aged 75 years or over (up to a maximum of aged 84).

Can joint applications be made for the Prepaid Travelcare Plan?

Yes. However, the benefit is only payable once in respect of a joint membership and will be paid in respect of the first of the joint members to die.

How do you obtain these Prepaid Travelcare Plan benefits?

You may apply for the Prepaid Travelcare Plan if:

- » You are an Australian resident aged between 18 and 84;
- » You are applying to invest in the Bond; and
- » You apply within six months of the date of purchase of your Bond.



Additional Information

Fees and charges

Entry and exit fees

There is no entry fee payable on your initial and subsequent contributions into the Bond. There are no exit fees.

Commissions

No commissions are payable to a funeral director operating in the State of Victoria. However, marketing support, may be made available to funeral directors.

Management fee

Foresters ongoing management costs in relation to operating the Fund are met from a management fee payable from the Fund's assets. Foresters currently charges on new business, a management fee of up to 2% per annum of the Fund's total net assets. The management fee is calculated and deducted on a monthly basis. The management fee may vary from time to time in accordance with the Fund Rules and may only be increased with 90 days written notice.

Direct fund charges

Income taxes, bank debit taxes, investment management/ brokerage, account keeping fees and any other taxes or statutory charges that are subsequently introduced will be charged against the Fund's investment earnings monthly in arrears.

Goods and Services Tax (GST) on fees and charges

Under current taxation rules, GST is payable on any commission expense, management fees paid and other charges – but not on any fees charged to investors by the Fund, administration fees charged by Foresters on the Fund, fees paid to external parties on certain pre-GST contracts and some other exceptions.

Taxation

The investment earnings of the Fund are subject to Income Tax at the corporate rate of 30%. This tax will be paid by Foresters as an expense of the Fund before the declaration and allocation of annual bonuses to your Bond.

However, under current tax rules, tax paid on the Fund income is expected to be fully recovered when funeral benefits are paid. This means that your benefit will reflect its gross, pre-tax value.

The income component of your benefit will be assessable in the hands of your estate. Foresters will inform your legal personal representative (usually your estate representative) of the assessable amount.

Growth in your Bond is not subject to Capital Gains Tax.

GST

GST does not apply to investments and withdrawals from the Fund. However, the provision of funeral services is subject to GST. You should discuss the impact of GST on the cost of funeral services with your funeral director. Foresters incurs a GST expense on some of its own costs and this may result in a slight increase in the annual management fee currently charged to the Fund.

This taxation information is current as at the date of issue and is general in nature. You should seek professional advice regarding your individual circumstances.

Stamp Duty

Stamp Duty may be payable on entry to the Fund depending upon your State or Territory of residence, and will be debited from your initial contribution.

Is there a cooling off period?

If for any reason you decide to return your confirmation of membership within 14 days from the date of issue or such other period permitted by relevant legislation, Foresters guarantees to refund all monies contributed (subject to any applicable local State laws).

If you wish to cancel your investment within this period, you should provide written notice directly to Foresters.

What pension benefits are available?

Under current legislation, the Fund is an exempt fund for the purposes of the assets test, income test and deeming provisions of both social security and veterans' entitlements legislation.

To satisfy the requirements of this legislation, your investment must be kept solely to contribute towards your funeral expenses and must be a reasonable estimate of the cost of the expenses.

Please note that under these provisions you will now be able to include the value of up to two funeral bonds provided the following criteria are met:

- » You do not also have a prepaid funeral contract; and
- » The combined amount invested in the Bonds does not exceed the funeral bond allowable limit as set by the Federal Government, which at the date of this document was \$12,750. This amount is indexed annually on July 1st.

The cost of a funeral plot in a cemetery need not be included in the funeral cost that applies for pension exemption purposes.

Payment of funeral expenses

In the event of your death, if you have not selected either a nominated or preferred funeral director then upon receipt of satisfactory documentation, your investment will be paid to your estate representative to be applied towards your funeral expenses in such manner as they consider appropriate. Any remaining investment will be paid to your estate.

If you have a preferred funeral director, upon receipt of satisfactory documentation, the cost of your funeral expenses will be paid to that funeral director. Any remaining investment will be paid to your estate representative.

If you have a nominated funeral director, upon receipt of satisfactory documentation, your investment will be paid to that funeral director and any excess after meeting the cost of your funeral expenses paid to your estate representative.

Keeping you informed

Foresters will send a confirmation letter and Certificate of Membership directly to you.

An annual statement detailing all transactions in relation to your Bond during the past year, as at 30 June, will also be sent to you.

If you have selected a preferred funeral director, then with your permission, they will also receive correspondence relating to your investment. If you have selected a nominated funeral director, they will also receive correspondence relating to your investment.



Information About Foresters Friendly Society

Foresters Friendly Society issues the Bond and is responsible for all administration, promotion and management of the Fund.

Foresters is incorporated under the *Corporations Act 2001* as a public company limited by shares and guarantee and is regulated by the Australian Securities & Investments Commission under the provisions of the *Corporations Act 2001*. It is registered under the *Life Insurance Act 1995* as a friendly society life insurance company and regulated by the Australian Prudential Regulation Authority (APRA).

The Foresters Funeral Benefit Fund is registered under the *Life Insurance Act 1995* and regulated by APRA.

Under the *Corporations Act 2001*, members of Foresters are bound by the terms of the company's Constitution and are required to guarantee that in the event of the company being wound up and unable to meet its liabilities, they will contribute an amount not exceeding \$1.

While traditional benefits are still important elements in the present-day operations of Foresters, greater emphasis is now given to investment and insurance products. Operating under strict government regulations covering Friendly Societies and the investment of members' monies, Foresters is subject to rigorous independent actuarial valuation and audit certification.

Constitution and Fund Rules

Under the Foresters' Constitution, which includes the Fund Rules, the assets of each fund maintained by Foresters are kept separate and distinct from the other assets held by Foresters.

The statements in this Disclosure Document give only a summary of the provisions of the Constitution and the Fund Rules. Members may inspect a copy of the Constitution and the Fund Rules at Foresters' registered office at any time between 9.00am and 5.00pm Monday to Friday (except Public Holidays).

Directors' Report

We, the Directors of Foresters Friendly Society, have reviewed this Disclosure Document. Having made due enquiry, we believe that it contains all information that Members and their professional advisors would reasonably expect to find in order to make a decision to invest in the Fund. We are not aware of any relevant information which has not been provided in this Disclosure Document.

Further and after due enquiry, the Directors, in relation to the period between 30 June 2017 (being the last date to which the financial statements of the Fund were prepared) and the date of this statement, confirm there have been no circumstances which have or will materially affect the trading or profitability or the assets of Foresters or the Fund.

This Disclosure Document, including the Directors' Report in the context in which it appears, has been duly signed by, or on behalf of the Directors.

T.J. Fleming	Chairman
P.J. Fraher	Deputy Chairman
R.R. Bouchier	Director
T.K. Lyon	Director
C.L. Henderson	Director

Disclosure of interest

No Director of Foresters Friendly Society, or any expert, has any interest in respect of the assets of the Fund or benefits of the Fund to which this Disclosure Document relates and in respect of which an entitlement, other than an entitlement on the same terms and conditions available to other members of the Fund, is available.

RSM Australia Partners, Brett & Watson Pty Ltd, TurksLegal and Secure Investments F.I.B. Pty Ltd receive professional fees in respect of audit, actuarial, legal and investment services and advice provided in relation to the Fund.

Your personal information

Foresters is the organisation that collects the personal information you provide in response to the attached forms, or through any subsequent correspondence or communication. The information is collected for the primary purpose of Foresters issuing our products to you (including assessing your application and identifying you). There are also a number of related purposes for which your personal information will be collected, including the processing of your application, the administration and managing of your investment in the Fund to effectively provide our services and compliance with Australian taxation laws, the *Life Insurance Act 1995* and other laws and regulations.

If you do not provide Foresters with your personal information, we may not be able to process your application, administer or manage your investment or tell you about other opportunities in which you may be interested.

Your information may also be used in connection with the purpose for which it is collected. Foresters may also use your information to forward to you, from time to time, details of other opportunities offered by Foresters in which you may be interested. You can let Foresters know if you do not want to receive details of other investment opportunities by ticking the box on the Application Form or in the future, by contacting Foresters.

Subject to the *Privacy Act 1988* (Cwth), you are entitled to request access to the information that you provide to Foresters.

If you have a privacy query, concern or complaint relating to your Bond, please contact:

The Privacy Officer
GPO Box 4702, Melbourne Vic 3001

Tel: (03) 8580 4000
Free Call: 1800 645 326
Fax: (03) 9329 7263

If we are unable to address your concern or complaints to your satisfaction, you may contact the Privacy Commissioner at:

**Office of the Australian Information
Commissioner**
GPO Box 5218, Sydney NSW 2001

The information that an investor provides to Foresters may be disclosed to certain organisations. The types of organisations or persons to whom Foresters usually disclose the information provided by investors include:

- » The Australian Taxation Office and other government or regulatory bodies;
- » Your adviser or adviser dealer group, their service providers and any joint holder of your investment (if any);
- » Organisations involved in providing services to the Fund, such as any third-party service provider engaged by Foresters to provide administration, investment management, technology, auditing, mailing or printing services; and
- » Those where you have consented to such disclosure or as required or authorised by law.

You should read a copy of our Privacy Policy. A copy is available on our website www.forestersfs.com.au/privacy or can be obtained by contacting our Privacy Officer.



Dispute resolution

If you have a complaint, please contact Foresters directly on Free Call 1800 645 326. If your complaint cannot be resolved directly between you and Foresters, then you may refer your complaint to:

Financial Ombudsman Service Limited
GPO Box 3, Melbourne 3001

Tel: 1300 367 287

(Local call costs outside metropolitan area)

Fax: (03) 9613 6399

Email: info@fos.org.au

How do you invest in the Funeral Bond or the Travelcare Plan?

- » Applications for membership of the Bond or Prepaid Travelcare Plan can only be made on the Application Form attached to this Disclosure Document.
- » If the person(s) named in the Application Form are aged between 10-16 years of age, their consenting parent or guardian must sign the Application Form. Applications will not be accepted from children aged under 10 years.
- » If you wish to take advantage of the Prepaid Travelcare Plan, please complete that section in the Application Form. Applicants must be aged over 18 years and under 85 years.
- » If applying in joint names, ensure you include details of both applicants.
- » The signed Application Form together with a cheque for the amount of your investment should be made payable to:

'Foresters Funeral Benefit Fund'

and forwarded directly to:

Foresters Friendly Society

Reply Paid 4702, Melbourne Victoria 8060

- » Payment can also be made by credit card or electronic bank transfer.

Consultants to Foresters

Auditors

RSM Australia Partners

ABN 36 965 185 036

Actuary

Brett & Watson Pty Ltd

ABN 65 060 568 676

Lawyers

TurksLegal

ABN 50 150 169 411

Fund Manager

Secure Investments F.I.B. Pty Ltd

ABN 73 006 476 400

RSM Australia Partners, Brett & Watson Pty. Ltd., TurksLegal and Secure Investments F.I.B. Pty Ltd have each given, and have not before the date of this Disclosure Document withdrawn, their consent to be named in this Disclosure Document.

They are not responsible for the contents of and accept no liability in respect of this Disclosure Document, nor have they authorised or caused the issue of this Disclosure Document.



Payment Details

Payment refers to your Funeral Bond application and optional Prepaid Travelcare Plan.
Please mark applicable section(s) with X.

<input type="checkbox"/>	Funeral Bond												
	AND/OR												
<input type="checkbox"/>	Prepaid Travelcare Plan	Premium	<input type="checkbox"/>	\$125 (if 74 years or less)	<input type="checkbox"/>	\$160 (if 75 & under 85 years)							
Funeral Bond Investment			\$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Please indicate if payment includes Travelcare Plan			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	\$	<input type="text"/>					
Please indicate if payment includes an establishment/administration fee			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	\$	<input type="text"/>					
TOTAL AMOUNT PAID TO FORESTERS							\$	<input type="text"/>					

PAYMENT TYPE

Single payment amount and/or Instalment payments

PAYMENT METHOD OPTIONS

Cash Cheque (cheques should be made payable to 'Foresters Funeral Benefit Fund')

Credit Card or Direct Debit (You must complete the Direct Debit Request Form on page 17 of this Disclosure Document)

DECLARATION

I/We have read, and agreed to be bound by the Disclosure Document for the Foresters Funeral Bond dated 1 January 2018.

I/We agree to be bound by the Rules of the Fund (as amended from time to time) and the terms and conditions upon which the benefit is issued.

I/We agree that in the event that I/we effect more than one funeral policy or enter into additional policies, the aggregate contributions do not and will not exceed the amount required to meet the cost of my/our funeral chosen by me/us.

I/We acknowledge that THIS INVESTMENT WILL REMAIN IN EFFECT UNTIL MY DEATH (or in the case of joint applicants, the first death to occur) and NO MONEY CAN BE WITHDRAWN FROM THE FUND BEFORE THAT TIME, except during the cooling off period.

I/We acknowledge that Foresters does not guarantee the investment performance of the Foresters Funeral Benefit Fund.

I/We acknowledge that if I/we have received this application form from the Internet or other electronic means, I/we declare that I/we have received it personally, or a printout of it, accompanied by or attached to the complete disclosure document.

I/We acknowledge that my/our personal information will be collected, used and disclosed in accordance with Foresters' privacy policy and with the law.

I/We acknowledge that Foresters may from time to time offer goods and services appropriate for my needs and interests. I consent to my information being used for direct marketing subject to my right to opt-out by calling 1800 645 326. If you do **NOT** wish to be updated with such opportunities please mark the box below. Foresters may use service providers, such as posting services to assist us in doing so. If you do not mark the box we will assume that you want to hear about these opportunities.

I/We acknowledge that by providing my email address in this Application Form, Foresters may use this address to provide me, where permitted by law or regulation, information via email about my Foresters Funeral Bond, including any communications such as annual statements to satisfy any continuous disclosure requirements.

Signature Applicant 1*	<input type="text"/>	Date	<input type="text"/>							
Signature Applicant 2*	<input type="text"/>	Date	<input type="text"/>							

*Where applicant is aged between 10–16 years, a parent or guardian must sign.
QUEENSLAND RESIDENTS: It is a regulatory requirement of the Queensland Government for you to complete a Client Care Statement with your application. Visit www.forestersfs.com.au/qccs to download the form.

Direct Debit Request (DDR) Form

Date	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>
To	Foresters Friendly Society 11-17 Jeffcott Street West Melbourne, VIC 3003
I/We Applicant 1	<input type="text"/>
Applicant 2	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/> State <input type="text"/> Postcode <input type="text"/>
Request you, to direct debit my/our account described in the schedule below, any amounts which Foresters (User ID No. 028104) may debit or charge me/us through the Direct Debit System	

I/We understand and acknowledge that:

1. The Bank/Financial Institution may in its absolute discretion determine the order of priority of payments by it of any monies pursuant to this Request or any authority or mandate; and
2. The Bank/Financial Institution may in its absolute discretion at any time by notice in writing to me/us terminate this Request as to future debits.

PAYMENT METHOD

A. Bank Details

Holder of account

Bank

Branch No. (BSB) Account No.

Signature Applicant 1

Signature Applicant 2

OR

B. Credit Card Details

Visa OR Mastercard

Credit Card Number

Expiry Date / Security Code/CW
(3 digit number on the back of your card)

PLEASE NOTE: Amex cards are not accepted.

Please turn over to complete the form

PAYMENT FREQUENCY

A. Once-off Payment

Credit Card OR Bank account

Amount to be deducted \$.

AND/OR

B. Ongoing Payments

Credit Card OR Bank account

Amount to be deducted \$. Target amount \$.

Frequency of deductions Fortnightly Monthly Quarterly Half-Yearly Yearly

Date to start deductions

NOTICE OF CHANGES TO TERMS OF AGREEMENT REQUIRE FOURTEEN DAYS NOTICE

Direct Debit Request (DDR) Service Agreement

This document outlines our service commitments to you, in respect of the DDR arrangements made between Foresters and you. It sets out your rights, our commitments to you and your responsibilities to us, together with where you should go for assistance.

Initial terms of agreement

In terms of the DDR arrangements specified on your DDR Form, made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for contributions to your Bond.

Direct Debit arrangements

The first direct debit under this DDR arrangement will occur in accordance with your DDR form. If any direct debit falls due on a non-business day, it will be debited to your account on the next business day following the scheduled direct debit date.

We will give you at least 14 days' notice in writing when changes to the initial terms of the arrangements are made. The notice will state relevant changes to the initial terms.

If you wish to discuss any changes to the initial terms, telephone us on (03) 8580 4000 or Free Call 1800 009 313.

Changes to the arrangement

All changes to the DDR arrangements must be in writing and forwarded directly to Foresters at least 14 working days prior to the date of your specific change. These changes may include:

- » Deferring the direct debit; or
- » Altering the schedule; or
- » Stopping an individual debit; or
- » Suspending the DDR; or
- » Cancelling the DDR completely.

Your commitment to us

It is your responsibility to ensure that:

- » Your nominated account can accept direct debits (your financial institution can confirm this);
- » On the direct debit date there are sufficient cleared funds in the nominated account; and
- » You advise us if the nominated account is transferred or closed.

If your DDR is returned or dishonoured by your financial institution, you will be advised in writing that we will add that DDR amount on the next scheduled direct debit date. Any transaction fees incurred by us in respect to the above will be recovered by adding that amount to the next scheduled DDR.

Disputes

If you believe that a direct debit has been initiated incorrectly, we recommend that you take the matter up directly with us by contacting us on (03) 8580 4000, or Free Call 1800 009 313, during office hours.

If the dispute is unresolved and you are dissatisfied with the response, contact your financial institution who will respond to your claim within 7 business days for claims lodged within 12 months of the disputed direct debit or within 30 business days for claims lodged more than 12 months after the disputed direct debit.

You will receive a refund of the direct debit amount if we cannot substantiate the reason for the direct debit.

Enquiries

Direct all enquiries to us, rather than your financial institution, at least 5 business days prior to the next scheduled direct debit date. All communication should include your member and policy numbers.

All personal customer information held by us will be kept confidential, except for that information provided to our financial institution to initiate the direct debit to your nominated account.



