

# CountTransfer™

## A simple and stress-free way to pay fees

### Customer Direct Debit Request Service Agreement



#### What is CountTransfer™?

CountTransfer™ is a simple way to pay your fees to your Accountant/Financial Adviser without any hassles. Best of all, it allows you to budget for your fees and avoid any nasty surprises because in most cases, your fees will be agreed to in advance and fixed for 12 months. With CountTransfer™, there are no bills – just one simple direct debit from your nominated bank account.

#### How does it work?

By simply completing and signing the attached Customer Direct Debit Request Service Agreement and nominating a bank account, we will arrange to periodically debit (usually monthly), your nominated account for the agreed amount of fees that are due to your Accountant/Financial Adviser.

#### What if I want to make changes to my arrangement or stop using the service?

That's fine! Simply contact your Accountant/Financial Adviser and they will amend the arrangement according to your instructions or cancel the service for you.

#### Is my information secure?

Yes. All personal information held will be kept confidential and will be provided to your financial institution to initiate the drawing from your nominated account. Your name, address or other personal details will be handled in accordance with Count's Privacy Policy. Count respects your privacy and is committed to protecting your privacy.

#### What if I believe I have been overcharged?

Your bank statement will record all transactions so you can periodically check to ensure that you've been charged correctly. If you believe that a drawing has been made incorrectly, please contact your Accountant/Financial Adviser.

We strongly advise that you read the terms and conditions specified on the Customer Direct Debit Request Service Agreement so you are familiar with your rights and obligations.

#### Count Financial Limited

CountTransfer™ is brought to you by Count Financial Limited.

With around 400 firms Australia-wide, we advise Australians where to invest wealth ranging from \$1,000 to many millions.





## Our commitment to you

This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between Count Financial Limited (Count - User ID 231699), acting as agent for your Accountant/Financial Adviser named in the DDR below. It sets out your rights, our commitment to you, your responsibilities to us and where you turn for assistance.

### Initial terms of the arrangement

In terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for fees due to your Accountant/Financial Adviser.

### Drawing arrangements

- ★ The first drawing under this Direct Debit arrangement will occur on or after the nominated day.
- ★ If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- ★ If you wish to discuss any changes to the initial terms, you should contact your Accountant/Financial Adviser.

## Your rights

### Changes to the arrangement

- ★ If you want to make changes to the drawing arrangements, such as deferring, altering, stopping, suspending or cancelling the DDR, you should contact your Accountant/Financial Adviser.
- ★ All enquiries should be directed to your Accountant/Financial Adviser rather than to your financial institution and these should be made at least 14 working days prior to the next scheduled drawing date.

### Privacy

All personal information held by us will be kept Confidential, except that the information will be provided to your financial institution to initiate the drawing from your nominated account and to our financial institution if required. Your personal information will be handled in accordance with our Privacy Policy. Please refer to Count's Terms & Privacy Policy which can be found at [www.count.com.au](http://www.count.com.au).

### Disputes

If you believe that a drawing has been made incorrectly, or the service for which the payment authority was made has not been provided as initially agreed by you, please contact your Accountant/Financial Adviser.

If not satisfactorily resolved within 5 business days, please lodge a written complaint to:

Attention: Complaints Resolution Manager  
Count Financial Limited

Please post to: GPO Box 3323  
Sydney NSW 2001

Or email to: [reportcomplaints@count.com.au](mailto:reportcomplaints@count.com.au)  
Or Fax to: (02) 9241 7342

Otherwise, you can call on (02) 8272 0288 and ask to speak to the Complaints Resolution Manager.

### Alternatively

- ★ You may wish to contact your financial institution and they will respond to you with an answer to your claim:
  - within 5 business days (for claims lodged within 12 months of the disputed drawing); OR
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing).
- ★ You will receive a refund of the drawing amount if Count Financial Limited and your Accountant/Financial Adviser cannot substantiate the reason for the drawing.

## 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 drawing date, there are sufficient cleared funds in the nominated account;
- ★ You advise us if the nominated account is transferred or closed; and
- ★ If your drawing is returned or dishonoured by your financial institution, you will contact your Accountant/Financial Adviser to make alternative payment arrangements. Any transaction fees payable by us in respect of the above are to be reimbursed by you.

### Direct Debit Request (DDR) – to be completed by Accountant/Financial Adviser

I/We request Count Financial Limited, <Count - User ID 231699>, acting as agent for \_\_\_\_\_  
\_\_\_\_\_ (Accounting/Financial Planning Firm Name), to arrange for funds to be debited to my/our nominated account according to my/our instructions in this authority through the Bulk Electronic Clearing System (BECS).

Client Name(s): \_\_\_\_\_

Account Name: \_\_\_\_\_

Name and Branch of Financial Institution: \_\_\_\_\_

BSB No: \_\_\_\_\_ - \_\_\_\_\_

Account Number: \_\_\_\_\_

Commencing on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (dd/mm/yyyy) and until further notice, please debit \$ \_\_\_\_\_

from the above account:  Once-off  Weekly  Fortnightly  Monthly  Quarterly  Half-Yearly  Yearly

Select one option:

Commencing on the anniversary of the first payment, I/we hereby authorise an increase in the payment amount by 3% or  % until \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (dd/mm/yyyy).

The amount payable under this authority will be reviewed annually in consultation with my/our Accountant/Financial Adviser or at such other intervals mutually decided.

Client Signature(s): \_\_\_\_\_

If debiting from a joint bank account, both signatures are required. Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (dd/mm/yyyy)

Office Use Only:

- Give copy of signed application form to client for record.
- Count Transfer input completed.
- File original Customer Direct Debit Request Service Agreement.

'Count' and Count Wealth Accountants® are trading names of Count Financial Limited ABN 19 001 974 625 Australian Financial Services Licence Holder Number 227232 ('Count') a wholly-owned, non-guaranteed subsidiary of Commonwealth Bank of Australia ABN 48 123 123 124.

Count is a Professional Partner of the Financial Planning Association of Australia Limited.