SuperGuardian
SMSF Admin Made Simple!

Direct Debit Authority Service Agreement

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct debit request means the Direct Debit Request between us and you.

Us or we means SuperGuardian, who you have authorised by signing a direct debit request.

You means the customer who signed the direct debit request.

Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting your account

1.1 By signing a Direct Debit Request, you authorise us to arrange for funds to be debited. The terms of this arrangement between you and us are set out in the Direct Debit Request and this Agreement.

1.2 We are authorised to debit your account for all amounts payable under your engagement with us, including administration fees, establishment fees, annual fees, additional services, reimbursable expenses, government charges, GST (where applicable), dishonour fees, interest (where applicable), and any third-party costs or expenses incurred on your behalf in providing the Services.

1.3 If the direct debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the business day prior. Due to public holidays and business closures, direct debit dates in December may occur on any Business Day after 20 December. If you are unsure about which day your account has or will be debited each month you should ask your Client Manager.

1.4 You acknowledge that this Direct Debit Authority may be provided and accepted electronically, and that such acceptance constitutes a valid and binding authorisation to debit your nominated account.

2. Changes by us

2.1 We may vary any details of this agreement or a direct debit authority at any time by giving you at least seven (7) days written notice.

3. Changes by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit authority by contacting us on 1300 787 576.

3.2 If you wish to stop or defer a debit payment you must notify us in writing at least thirty (30) days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your account at any time by giving us thirty (30) days' notice in writing before the next debit day. This notice should be given to us in the first instance.

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient cleared funds available in your account to allow a debit payment to be made in accordance with the direct debit authority.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;
(b) you may also incur fees or charges imposed or incurred by us; and
(c) you must arrange for the debit payment to be made by another method or arrange for sufficient cleared funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

4.4 If SuperGuardian is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 787 576 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter, you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

6.1 You should check:

(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
(b) your account details which you have provided to us are correct by checking them against a recent account statement; and
(c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

(a) to the extent specifically required by law; or
(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to SuperGuardian GPO Box 1215, Adelaide SA 5001.

8.2 We may notify you by post, email, Hive or another agreed electronic communication method using the contact details you have provided to us.

8.3 Any notice will be deemed to have been received two business days after it is posted.

Effective date of this agreement from 1 July 2026. For further information relating to the Direct Debit Authority Agreement, please contact SuperGuardian on 1300 787 576.