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International Securities Trading Terms and Conditions

Effective Date: 17 October 2022



CommSec

Terms and Conditions

Commonwealth Securities Limited (CommSec) ABN 60 067 254 399 AFSL 238814

CommSec is a wholly owned but non-guaranteed subsidiary of Commonwealth Bank of Australia ABN 48 123 123 124 (Commonwealth Bank).

Please keep these terms and conditions for future reference.

CUSTOMER INFORMATION AND PRIVACY

What information we collect

In this clause 'you' includes our customer and any person who holds office in an entity which is a customer. We collect information about you (such as your name, address and contact details), and information about your interactions with us, such as activity on your account. We may also collect publicly available information about you.

Why we collect your information and what we use it for

We collect your information because we are required to identify you in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and in order to comply with taxation laws, such as the Taxation Administration Act 1953 and the Income Tax Assessment Act 1936. We also collect it to administer our customer relationships and internal processes including risk management and pricing, under our arrangements with government agencies, and to identify and tell you about products and services that may interest you (unless you tell us not to). If you don't want to receive marketing information you can opt out on our website at commsec.com.au.

If you give us your electronic and telephone details, you agree we may use this to communicate with you electronically, by phone or SMS including providing updates, reminders and (unless you tell us not to) marketing information.

You must give us accurate and complete information; otherwise you may be breaking the law and we may not be able to provide you with the products and services that you require. If you change your personal details (e.g. address, name or email address) you must tell us straight away.

Who we may exchange your information with

We may exchange your information with other members of the Group who may use your information for any of the purposes we can.

We may also exchange your information with others outside the Group, for example:

- your representatives, advisers, brokers and agents, and their service providers;
- our service providers and those who refer business to us;
- market operators, operators of clearing and settlements facilities, share and other registries, regulatory and government authorities;
- platform providers, issuers of financial products, other financial institutions, and other bodies (for example, if you do not perform your obligations under a share trade).

Sometimes it may be necessary to send your information overseas – for example, where we outsource functions overseas, send information to Group members overseas, where we need to complete a transaction on your behalf or where this is required by laws and regulations in Australia or in another country. We will send your information to the US for the purpose of managing your International Securities Trading account, and if you join our community forum we send your email address to our 3rd party service provider's data centre in the US to facilitate the direct sign on to the forum. See our Group Privacy Policy for more information.

Our Group Privacy Policy

Our Group Privacy Policy is available on our website at commsec.com.au (follow the Privacy Policy link) and should be read in conjunction with the above. It contains further details about our information collection and handling practices including information about:

- other ways and reasons we may collect, use or exchange your information;
- how you may access and seek correction of the information; and
- how to make a complaint about a breach of your privacy rights, and our complaint handling procedures.

We encourage you to check our website regularly for any updates to the Policy.

Additional Obligations

We may be subject to laws or regulations in Australia or another country that affect your relationship with us (e.g. laws that address taxation). So that we may comply with our obligations under these laws or regulations, we may:

- require you to provide information about you or your product;
- disclose any information we are required to concerning you (including sending your information overseas);
- withhold an amount from a payment to you if required to do so, and if we do, we will not reimburse you for the amount withheld; and/or
- take such other action as is reasonably required, including, for example, closing your account, or debiting your account for any fees, charges or other costs we or you incur in relation to domestic or foreign tax. We accept payment by direct debit from your nominated settlement account, or from your margin lending facility.

How to contact us

For privacy-related enquiries, please contact us by calling **13 15 19** as we aim to resolve your query or complaint at your first point of contact with us, however if you have tried to resolve your complaint and are not satisfied with the outcome, you may also contact our Customer Relations team directly by calling **1800 805 605**, or writing to the address in our Group Privacy Policy.

INTERNATIONAL SECURITIES TRADING TERMS AND CONDITIONS

Definitions

"Agent" or **"Agents"** any broker or custodian appointed by us including international brokers, International Custodian, international clearers and banks;

"International Custodian" means Pershing LLC ARBN 108 110 149, AFSL No. 271837 or any other person we select to hold your International Securities in accordance with these Terms and Conditions.

"International Securities" means securities listed on a foreign stock exchange and includes, but is not limited to stocks, shares, bonds, debentures or other debt securities, notes, rights, units, options and any other instruments representing rights to receive, purchase or subscribe for same;

"Portfolio" means all International Securities held from time to time by an Agent or by us on your behalf under these Terms and Conditions;

"Proscribed Person" means a person who appears to us either:

- a. to be a proscribed person or entity under the Charter of the United Nations Act 1945 (Cth);
- b. to be in breach of the laws of any jurisdiction relating to money laundering or counter-terrorism;
- c. to appear in a list of persons with whom dealings are proscribed by the government or a regulatory authority of any jurisdiction; or
- d. act on behalf, or for the benefit of, a person listed in subclauses a – c.

"Terms and Conditions" means these terms and conditions, setting out the agreement between you and us;

"we, our and us" means Commonwealth Securities Limited, (CommSec);

"you or your" means the person or persons named in the application to deal in International Securities and where the context requires or permits all of them.

1. These International Securities Trading Terms and Conditions apply to all dealings between you and us and any Agent of ours, when you apply for an International Securities Trading account with us.
2. You agree to appoint us to execute, arrange, or arrange facilities for execution of trades in International Securities and to arrange associated settlement and custody services.

You agree to appoint us as custodian of your International Securities and that we may appoint an International Custodian as our sub-custodian.
3. You agree to provide us with an electronic address and authorise us to send a confirmation for any dealing, or any notice to you, electronically to the latest such address advised to us.
4. Any dealings between us and our Agent, or between you and our Agent, may also be subject to the terms and conditions or trading rules of our Agent.
5. You agree that when dealing in International Securities under these Terms and Conditions you do not have the right to obtain physical delivery of those securities where those securities are registered in the name of our appointed Agent on your behalf. You also agree that our Agent may exercise any rights that we or any other Agent may have under these Terms and Conditions.
6. We or our Agent may deposit in one or more cash accounts all moneys received on your behalf relating to the Portfolio. A cash account may be held in our name or that of the Agent or you, as we or our Agent considers to be advisable. Any such account will be denominated in the currency of the country in which you wish to deal and may be on the terms and conditions imposed by any Agent of ours who holds a cash account on your behalf. You agree to pay us or our Agent all fees and charges and indemnify us for any liabilities arising from the operation of cash accounts by us or our Agent on your behalf.
7. Orders to buy or sell International Securities:
 - a. may only be valid for terms that we determine from time to time and within the

- maximum terms allowed on the relevant foreign stock exchange;
- b. may be rejected or refused, for any reason, however without limiting the circumstances in which we may reject or refuse to arrange for execution of an order, these reasons may include:
 - i. there are insufficient cleared funds deposited in your account;
 - ii. application of the relevant market rules requires it;
 - iii. where securities required for settlement of a trade are not available;
 - iv. due to domestic or international trade and economic sanctions; or
 - v. due to domestic and international financial crime legislation, policies or risk appetite.

You may give us an order to buy or sell an International Security or otherwise deal with an International Security in one of the following ways (or in any other way we agree):

- a. through our website; or
- b. by calling us.

You must also provide us with any information that we reasonably request in order to accept your orders.

You are responsible for ensuring the accuracy and completeness of your order.

8. You agree that we reserve the right to nominate and make available for transacting, selected International Securities, exchanges and foreign currencies at our discretion, for the purpose of meeting legal, regulatory or business requirements.
9. You agree that we reserve the right to withdraw access to particular International Securities, exchanges and foreign currencies. Should this occur, we will:
 - a. Provide reasonable prior notice of no less than thirty days (unless factors outside of our control require a shorter notice period or no notice) of our withdrawal from the specified International Securities, exchanges or foreign currencies; and

- b. Provide you with the option to sell or transfer out any affected International Securities and/or foreign currencies you may hold during the notice period.
10. You agree, that in the event where you fail to take action, prior to the end of the specified notice period referred to in clause 9, we reserve the right to:
- sell any remaining withdrawn International Securities position(s) you may hold and convert the sale proceeds to Australian dollars; and
 - convert any remaining balance(s) in withdrawn foreign currencies to Australian dollars; and
 - credit any proceeds to your nominated account (net of any applicable fees).
11. Delays in processing
You acknowledge that we make all reasonable attempts to enter your instructions to buy or sell securities as quickly as possible and will not be liable for any claims for lost opportunity should delays be experienced.
- You acknowledge that we will make all reasonable attempts to:
 - effect any instruction to cancel or amend orders as quickly as possible; and
 - Inform you when orders are filled prior to an amendment or cancellation instruction being cancelled.
- If an order is filled prior to a cancellation or amendment instruction being effected you will accept the transaction(s) on the original terms.
- If you have concerns in relation to your order, you will make all reasonable attempts to verify whether the order has been received, approved and effected prior to taking any further action. You agree to issue specific cancellation or amendment instructions with respect to an existing order and not to attempt to effect such changes by placing a second or duplicate order. You will be solely responsible and liable for any duplicate orders that you place.
 - If, acting reasonably, we consider there is a dispute between us about an order or instruction you have given us, for example, the number of shares you have asked us to buy, or the bid price for shares, we may take, without prior notice to you, any action which in our reasonable opinion we consider necessary to close any open position the subject of the dispute, for example, by selling shares.
12. Unless we otherwise state or specify all confirmations for sale or purchase of International Securities will be for your account in the currency of the country in which you have chosen to deal. You agree that you will bear the foreign exchange risks of trading in International Securities including, but not limited to, the risks of cash held, of dividends or other income payments received, of expenses or other liabilities incurred and of exchange controls or other laws that may prohibit or impose costs on transfers of International Securities or cash or accounts held in countries outside Australia or denominated in currencies other than Australian dollars.
13. Any dividend, interest or any other cash payment to which you are entitled in relation to any International Securities held on your behalf, may be credited to your account less withholding tax and any other applicable charges.
14. Unless you and we otherwise agree, you acknowledge that any foreign exchange dealing facilitated by us may be conducted with Commonwealth Bank of Australia ("the Bank") at its current rates of dealing for such transactions or with any properly licensed office or subsidiary of the Bank acting as principal. You agree that we will not be liable for any loss suffered by you as a result of the conversion of an amount to or from Australian dollars or as a result of the timing of the conversion.
15. CommSec offers foreign exchange only for the purpose of settlement of trades. A variable foreign exchange spread charge may be incurred for providing this option. The foreign exchange conversion fee is 0.6% for each FX transaction on your International Securities Trading account. For trades in currencies to

which certain restrictions apply, currency must first be transferred from USD and will incur a small additional spread. Alternatively trades can be settled in USD.

16. Your nominated account (that is, your linked bank account for the purposes of making or receiving payments connected to your use of your International Securities Trading account) must be a Commonwealth Direct Investment Account (CDIA) with the Commonwealth Bank. From time to time and in our sole discretion we may permit other accounts to be linked to your International Securities Trading account. Where we have permitted another account type you agree that we may provide you notice that unless you arrange for your linked bank account to be a CDIA within a reasonable period of no less than thirty days (unless factors outside of our control require a shorter notice period or no notice), your International Securities Trading account will be restricted from transacting or closed.
17. You and we will be bound by the local laws, rules, customs, usages and practices, including as to taxation, of the country in which any dealing is either wholly or partly transacted under these Terms and Conditions.
18. If you request variation to or cancellation of an open order recorded by us, the order cannot be varied or cancelled until your request has been notified by us or by you by way of internet trading systems, or as our Agent prescribes, to our Agent and confirmation of the variation or cancellation from our Agent has been received by us or you.
19. We will use our reasonable endeavours to execute or arrange execution of your instructions. You agree we will not be responsible for delays or errors in the transmission or execution of your orders, and you acknowledge that international time differences and timing of public holidays or other similar observances may lead to delays in receipt of instructions and execution by our Agents.
20. We agree to exercise reasonable care in selecting our Agents however you agree we will not be liable for any losses sustained or incurred by you by reason of any act, omission, fraud or negligence of any of our Agents, unless we have failed to exercise reasonable care in selecting the Agent.
 - a. While we will use reasonable care in selecting our International Custodian, we are not liable for any losses incurred by you by reason of any act, omission, fraud or negligence of the International Custodian or in relation to the holding of or dealing with your International Securities by the International Custodian.
 - b. Notwithstanding sub-clause 20(a), we will be liable to you if you suffer loss in respect of your International Securities due to a failure by the International Custodian to comply with its duties under these Terms and Conditions and any other agreement relating to the holding of your International Securities or to observe reasonable standards generally applied by providers of custodial or depository services for holding property such as International Securities.
 - c. Sub-clause 20(b) will not apply to the extent that the loss arises from the insolvency of the International Custodian and we have taken reasonable care in engaging and monitoring compliance by that International Custodian.
21. You agree that we will not be held accountable for any errors in communication, provision of data and the operation of a trading floor or stock exchange or any depository or clearing house and that in the event that information communicated to us from other parties is found to be inaccurate, misleading or false, we will not be held liable for any loss or liability that ensues.
22. We and our Agents may use price quoting services from time to time in connection with the provision of the services referred to in clause 2 of these Terms and Conditions. You agree we will not be liable to you for any loss resulting to you caused by any inaccuracy in the information or advice supplied by price quoting services. You agree that we may limit your access to price quoting services or may charge you fees based on your usage of these services.

23. You acknowledge that we do not provide any personal advice in relation to the services offered to you.
24. CommSec is not obliged to notify you of any proposed corporate action (including, but not limited to, takeovers, bonus issues, stock splits, consolidations, rights issues, or buy backs) in relation to securities held by you and cannot be held liable for any failure for you to act on a corporate action.
- If you desire to take action with regard to a corporate action you must provide us with written or verbal instructions as required by us with regard to the action you desire to take, within the specified time, and if you do not do so we will not be liable for any failure to take action in relation to proposed corporate actions.
25. We are not obliged to provide you with any notice of a general meeting of an issuer of International Securities and you are not entitled to exercise voting rights in relation to any International Securities or to attend any such general meeting.
26. We do not provide you with copies of annual reports or company announcements of an issuer of International Securities. You may request that we obtain copies of particular documents and if we are able to do so such documents will be provided upon payment of our specified fee.
27. You agree to pay us by way of deduction from a cash account held on your behalf commission, fees and charges in connection with the services provided under these Terms and Conditions, as varied by us on seven (7) days notice, at the rates and currency notified by us either in writing, by email, or posted on our website from time to time together with:
- a. any fees, taxes or other charges levied by a third party or in connection with provision of the services; and
 - b. interest on any unpaid amounts at the rate determined by us from time to time until the date of payment.
28. You agree that if you fail to pay any amount due and payable under these Terms and Conditions, we or our Agent may apply any cash held by us, our Agents or you and may sell or dispose of any International Securities under our control or the control of our Agents or any other securities of yours under our control (except shares in Commonwealth Bank of Australia), and apply the proceeds in satisfaction of the monies owing by you and in payment of any reasonable additional charges incurred by us. You will be liable to us for any shortfall or entitled to any surplus proceeds and you agree to bear the foreign exchange risk associated with any such application of cash.
29. You agree that we reserve the right to immediately remove or limit your access to the facilities described in these Terms and Conditions should your usage constitute a breach of these Terms and Conditions or otherwise be considered by us in our discretion to be unreasonable.
30. You agree that:
- a. if you or a signatory appears to be a Proscribed Person, then we may immediately refuse to process or complete any transaction or dealing of yours; suspend the provision of a product or service to you; refuse to allow or to facilitate any of your assets held by us to be used or dealt with; refuse to make any asset available to you to any other proscribed person or entity; or terminate these arrangements with you. We will be under no liability to you if we do any or all of these things. Our rights under this clause are in addition to all other rights we may have;
 - b. If we exercise our rights under sub-clause 30(a), you must pay us any damages, losses, costs or expenses that we incur in relation to any action taken under sub-clause 30(a), including without limitation, administrative costs and/or costs of sale or purchase of any transaction or deal put in place for the purposes of meeting our obligations under these Terms and Conditions.

31. You warrant that:

- a. you are authorised to enter into these Terms and Conditions and to authorise us to act on your behalf in International Securities transactions;
- b. the Portfolio is free of any security interest or encumbrance, and you agree that in our discretion we or our Agents may decline to hold on your behalf any International Securities of yours affected by any such security interest, encumbrance or other restriction; and
- c. that you have obtained your own taxation advice, as necessary, prior to entering into any overseas transactions.

32. You agree that we may enter into custody agreements with an Agent or Agents to enable the provision of custodial services to you in relation to International Securities.

If we do enter into custody arrangements with an Agent or Agents, your International Securities will be held by an International Custodian. However in general we will act for you as your custodian and the International Custodian will act as our sub-custodian. You will retain beneficial ownership (but not legal ownership) of your International Securities. This means that the name of the International Custodian (or other custodian, for example another custodian appointed by the International Custodian as the International Custodian's sub-custodian) rather than your name will appear on the share registry.

Upon your request, we will acknowledge the manner in which the International Securities are held.

We acknowledge that we are prohibited from taking or granting any charge, mortgage, lien or other encumbrance over, or in relation to, your International Securities held by an International Custodian, unless:

- a. it is for expenses and outlays made within these Terms and Conditions (other than our unpaid fees); or
- b. in accordance with your written instructions as set out in these Terms and Conditions or otherwise.

33. If we do enter into custody arrangements with an Agent or Agents, we will provide you with written notice of and the contact information of the International Custodian as soon as reasonably practicable before arranging for your International Securities to be held by that International Custodian (and in any event before your International Securities are held by that International Custodian). Contact us if you require further information on other custodians engaged by our International Custodian.

34. The International Custodian that holds your International Securities will retain records relevant to those assets in a way that enables it to readily identify those International Securities which are held on your behalf. The records will also include information about the transactions undertaken and how, by whom and when they were authorised. Upon request, we will make these records available to you.

35. We will apply reasonable verification procedures for the appropriately frequent reconciliation and checking of your International Securities.

36. We will report to you in respect of your International Securities on a periodic basis.

37. You agree you will complete any further documentation when required by us to satisfy any statutory or regulatory requirements associated with these Terms and Conditions or as required by our Agents, including provision of taxation declarations and residency declarations. You must as soon as practicable advise us of any material change in your circumstances that would invalidate any such taxation and residency declarations already provided. If we are so advised, we are entitled to terminate the services provided to you immediately by giving written notice to you, and the provisions of clause 46 of these Terms and Conditions will apply. You agree to indemnify us and our Agents against liability arising from your failure to satisfy any statutory or regulatory requirements.

38. You agree to indemnify us and our Agents against any actions, claims, demands, proceedings, costs, damages, expenses, liabilities and losses including legal costs paid,

suffered or incurred in connection with these Terms and Conditions except where caused by our negligence or wilful misconduct.

39. You agree we are not liable to you for the acts or omissions of our Agents, except where we have been negligent or we have engaged in wilful misconduct.
40. a. You undertake not to reveal any access code, number or password for your account, not to otherwise allow or cause any unauthorised person to access, or to facilitate any unauthorised person to access your account via any device application of ours and not to allow any unauthorised person to issue instructions on your account. You agree to abide by the following:
- i. to not tell anyone your code or to let anyone find out your code - not even family or friends;
 - ii. to not let anyone watch you enter your code;
 - iii. if codes are advised by letter or electronically, we suggest that they be memorised as soon as the correspondence is received. The letter or electronic message should then be destroyed or deleted. This is the safest policy;
 - iv. to make a reasonable attempt to disguise the code in any record - that is, scramble the details in such a way that others will not be able to decode it;
 - v. to not allow or cause a fingerprint or face identification record of another person to be used to permit another person to transact on your account through any device application of ours; and
 - vi. to not otherwise allow or cause another person to access your account through any device application of ours by the use of your fingerprint or face identification.
- b. We are not liable to reimburse you if an unauthorised transaction occurs on your account and you or any other user have not made a reasonable attempt to disguise a code or to prevent unauthorised

access to the code record. We are also not liable to reimburse you if an unauthorised transaction occurs on your account and you either allowed or caused a fingerprint or face identification record of another person to be used to permit an unauthorised person to transact on your account through any device application of ours, or you allowed or caused another person to access your account through any device application of ours by the use of your fingerprint or face identification. For example, we will not consider that a reasonable attempt has been made to disguise a code if you or any user only:

- i. recorded the code in reverse order;
 - ii. recorded the code as a 'phone' number where no other 'phone' numbers are recorded;
 - iii. recorded the code as a number, prefixed by a telephone area code;
 - iv. recorded the code as a series of numbers or words with any of them marked, circled or in some way highlighted to indicate the code;
 - v. recorded the code disguised as a date (e.g. 9/6/63) where no other dates are recorded;
 - vi. recorded the code in an easily understood code (e.g. A=1, B=2); or
 - vii. self-selected a code which is an obvious word or number or one that can be found in a purse or wallet or can be easily guessed by someone else (such as a date of birth, middle name, family member's name or driver's licence number).
- c. You are responsible for all fraudulent, illegal or unauthorised dealings on your account which are attributable to your conduct, and you release, discharge and indemnify us and our Related Bodies Corporate (as defined in the Corporations Act 2001 (Cth)) (the Group) and our directors, employees, agents and representatives in relation to all liability in this regard.

41. CommSec may from time to time vary these Terms and Conditions to:
- add, change or remove any concessions or benefits;
 - adopt or implement any legal requirement, decision, recommendation, regulatory guidance or standard of any court, tribunal, or ombudsman service regulator;
 - accommodate changes in the needs or requirements of our clients, such as new product features or services;
 - correct errors, inconsistencies, inadvertent omissions, inaccuracies or ambiguities;
 - bring us into line with our competitors, industry or market practice or best practice in Australia or overseas; or
 - reflect changes in technology or our processes including our computer systems.

Each of the changes in paragraphs a to f is a separate right and this clause is to be read as if such change was a separately expressed right.

Without limiting our rights under paragraphs a to f, we may from time to time vary any of the Terms and Conditions for reasons other

than the ones mentioned above (e.g. due to unforeseen events).

If we vary these Terms and Conditions the changes shall apply to all dealings between you and us on and from the day on which the variation takes effect. We will give not less than seven (7) days notice to you at the postal or electronic address last notified to us by you, or at our website.

42. In the event that you appear to be a Proscribed Person, we will not be responsible for any loss, liability or costs incurred by you where we are unable to receive or act on your instructions.
43. You agree that an annual custody fee applies to your International Securities Trading account and is payable in accordance with clause 27. This fee applies if your International Securities Trading account holds International Securities within a calendar year (1 January to 31 December) without generating one or more trades in that calendar year.

44. If your account holds cash and/or International Securities and remains inactive for an extended period of time, we will attempt to contact you via the contact details you have provided. In the event we are not able to establish contact with you, your account may be considered abandoned and become subject to the State of Delaware unclaimed property program. If such a determination is made, the cash and/or International Securities within your account will be reported to our agent and may be remitted to the State of Delaware, where they will be held until an ownership claim is made. You agree to accept responsibility for managing any resulting claims that you can make to the State of Delaware Office of Unclaimed Property and acknowledge The State may have sold or disposed of any International Securities, in which case you may be entitled to receive the net sale proceeds.

45. Subject to clause 37, either you or us may terminate the agreement between us governed by these Terms and Conditions by giving not less than seven (7) days' prior written notice to the other.
46. Subject to our other rights under these Terms and Conditions, upon termination of the agreement:
- any previously arising rights and obligations of either of us will not be affected;
 - we and our Agents may enter into transactions to settle or otherwise extinguish or off-set obligations incurred by us or them in relation to the Portfolio prior to termination;
 - we agree to take all necessary steps to vest control of the Portfolio in you (or as you otherwise direct in writing), subject to payment by you of all charges and expenses and those of our Agents incurred as a result of termination of the agreement; and
 - you must within a reasonable time give us instructions regarding the transfer of your Portfolio. If you do not provide us with instructions within a reasonable time, we will sell your Portfolio on your behalf and credit the proceeds to your nominated account.

47. You agree that CommSec may close your International Securities Trading account without prior notice to you in the following events:
- a. your International Securities Trading account does not hold any securities and you have not traded on the account for 12 months or more; or
 - b. you transfer all of your International Securities to another broker.
48. We have and will maintain a business continuity plan which in our opinion is adequate in order to enable us to provide you with an International Securities Trading account in any contingency for which we can reasonably plan.
49. Apart from disclosure to the Australian Securities and Investments Commission, where otherwise permitted by law or where you have agreed to the disclosure in these Terms and Conditions, we will keep your confidential information in confidence.
50. You acknowledge that these Terms and Conditions are governed by the laws of New South Wales and you and we submit to the non-exclusive jurisdiction of the courts of New South Wales.
51. If any part of any of these Terms and Conditions is found to be void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining parts of these terms and conditions will continue to apply as if the void or unenforceable part had never existed.

DIRECT DEBIT/CREDIT REQUEST SERVICE AGREEMENT

Debit arrangements

1. We will advise you, in writing or electronically, in the form of a Confirmation, the drawing details that includes the settlement amount due and the settlement date.
2. Where the settlement date falls on a non-business day we will draw the amount on the following business day.
3. Where applicable, we will advise you, in writing or electronically, in the form of a tax invoice, the drawing details that include the tax payable for any amount due and the payment date for any domestic or foreign tax obligation.
4. We may charge a dishonour fee if any debit from your nominated account is returned as unpaid by your financial institution. We will treat the payment as never having been made.
5. We will keep your information about your nominated account at the financial institution private and confidential unless this information is required by us to investigate a claim made on it relating to an alleged incorrect or wrongful debt, or as otherwise required by law.
6. In the event of a debit returned unpaid we may attempt a redraw on your nominated account.
7. We will advise you 14 days in advance of any changes to the Direct Debit/Direct Credit arrangements.
8. If you provide an incorrect bank account number, you may incur a fee if we have processed a transaction to that account.
9. If you are uncertain as to when the debit/credit will be processed to your account, you should enquire with your nominated financial institution.

Your rights

10. You may terminate the Direct Debit/Direct Credit arrangement of your trades with us, however, this termination must be in writing.
 11. Where you consider the debit/credit is incorrect in either the due date or amount or both, you should raise the matter with CommSec on **13 15 19** between 8am and 7pm (Sydney time), Monday to Friday.
 12. Please contact CommSec on **13 15 19** between 8am and 7pm (Sydney time), Monday to Friday for all matters relating to the Direct Debit/Direct Credit arrangement, including to request a deferment or stopping of debits/credits, questions regarding amounts or dates of debits/credits or altering or stopping the arrangement. You can also contact your financial institution to request a stop or cancellation of the arrangement or to dispute a debit to your nominated account. We have a dispute resolution process available if you have a complaint which we do not resolve. Further information on that process is set out in our Financial Services Guide, which is available online at commsec.com.au or by calling CommSec on **13 15 19**.
- to ensure that the authorisation to debit/credit the nominated account has been provided by the account holders who must sign to effect the instruction held by the financial institution where the account is held;
 - to check direct debit and credit transactions against recent account statements from your nominated financial institution;
 - to advise us if the account you have nominated to debit/credit is transferred or closed; and
 - to ensure that suitable arrangements are made if the Direct Debit/Credit arrangement is cancelled;
 - by yourself;
 - by your nominated financial institution; or
 - for any other reason.

Your responsibilities

13. It is your responsibility:
 - to check with the financial institution where your account is held before completing the Direct Debit/Credit Request (DDR) as Direct Debiting/Crediting through the Bulk Electronic Clearing System (BECS) is not allowed on a full range of accounts;
 - to complete your account details, including Bank State Branch (BSB) number, directly off a recent account statement from your financial institution and to contact your nominated financial institution prior to completing the DDR if you are uncertain of the account details;
 - to ensure sufficient cleared funds are available in the nominated account to meet the debit on the due settlement date of your transactions executed by CommSec;

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commsec.com.au



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