

# Direct Debit Request Service Agreement

This agreement must be read prior to completing the direct debit authority in the initial application or additional investment form for the Fund(s).

## 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, Sunday or a bank or public holiday in Victoria.

**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 authority request between us and you, as set out in the Funds' initial application or additional investment forms.

**Fund** means Allan Gray Australia Equity Fund, Allan Gray Australia Balanced Fund, and Allan Gray Australia Stable Fund.

**Us or we** means OneVue Fund Services Pty Ltd (ABN 18 107 333 308) as the Fund's unit registrar, which you have authorised by signing a direct debit request.

**You** means the customer who signed the direct debit authority request.

**Your financial institution** is the financial institution where you hold the account from which you have authorised us to arrange a debit.

## 1. Debiting your account

- 1.1. By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2. We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3. If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

## 2. Changes by us

- 2.1. We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days written notice.

## 3. Changes by you

- 3.1. You may change the arrangements under a direct debit request by contacting us on 1300 604 604 (within Australia) or +61 2 8224 8604 (outside Australia) during business hours (Sydney time) and confirming such change in writing to us.

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- 3.2. We require at least five business days before the next debit day to process the change.
- 3.3. You may also cancel your authority for us to debit your account at any time by notifying us in writing at least five business days before the next debit day.

## **4. Your obligations**

- 4.1. It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 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 clear 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 we, or the Fund, through its responsible entity, are liable to pay goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay us on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## **5. Error**

If you believe that there has been an error in debiting your account, you should notify us directly on 1300 604 604 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.