

**i** This form uses JavaScript for optimal performance. Please ensure you have this enabled if completing electronically.  
Refer to the end of this document for [submission instructions](#).

## Important Information

Use this form to nominate the bank account where Commonwealth Securities Limited (CommSec) deposits sale proceeds and withdraws money from. Bank accounts must be in the same name as the registered name of the CommSec trading account nominated in Section 1. We will not be able to process this form if the bank account name differs from the registered name of the CommSec trading account.

**We accept this form returned to us by email or post.** The email address at the end of this document is for the submission of this form only. All other enquiries should be directed through the appropriate channels.

Please ensure your contact details including your address are correct before submitting this request, as we will be notifying you by mail to the postal address on the account once the change has been effected. You can update your contact details once you have logged in to the CommSec website in your profile.

## 1. Client Details

CommSec Trading account number or CommSec Pocket account number

Registered name of account – *E.g. John Smith*

Please provide the below details so we can contact you in the event of processing difficulties.

## 2. New Bank Account Details

Name of financial institution or bank at which your account is held – *A CBA account must be nominated for CommSec Pocket accounts*

Registered name of bank account – *E.g. John Smith – Must be same name as trading account nominated in Section 1*

BSB

Account number

### 3. Acknowledgements & Signature/s

I/We authorise and request Commonwealth Securities Limited (CommSec) (APCA User ID No. 062934 – Debit and 062895 – Credit) to arrange for any amounts which I/We owe to CommSec or which are payable to CommSec in accordance with the applicable Product Disclosure Statement or Terms and Conditions, to be debited from my/our bank account, and to credit my/our bank account, at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) and as prescribed in the Direct Debit/Credit Request Service Agreement set out in Section 4 below.

I/We acknowledge that this authorisation is to remain in force in accordance with the terms and conditions described in the Direct Debit/Credit Request Service Agreement set out in Section 4 below.

I/We authorise the following:

- Commonwealth Securities Limited to verify the details of the bank account mentioned in Section 2 above with my/our Financial Institution; and
- The Financial Institution to release information allowing Commonwealth Securities Limited to verify the bank account details mentioned in Section 2 above.

#### Client 1

Client ID

Full name

Date signed – DD / MM / YYYY

 /  / 

Signature – *Must be signed pen to paper*

#### Client 2 – *If applicable*

Client ID

Full name

Date signed – DD / MM / YYYY

 /  / 

Signature – *Must be signed pen to paper*

#### Client 3 – *If applicable*

Client ID

Full name

Date signed – DD / MM / YYYY

 /  / 

Signature – *Must be signed pen to paper*

 If the bank account is in joint names, all account holders must sign.

## 4. Direct Debit/Direct Credit Service Agreement

If you are subscribed to the Dividend Direction Service and you have existing holdings in your CHESS sponsored CommSec Share Trading or CommSec Pocket account, dividends for those securities will continue to be paid into your Commonwealth Direct Investment Account (CDIA)\* or other nominated Commonwealth Bank account (as previously elected) unless you notify the relevant share registry. If you no longer wish for your dividend payments to be made to your Commonwealth Direct Investment Account (CDIA) or other nominated Commonwealth Bank account, you need to contact the relevant share registry and nominate a new bank account.

1. We will advise you, in writing or electronically, in the form of a Confirmation Contract Note, the drawing details that include 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. 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.
4. 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.
5. In the event of a debit returned unpaid we may attempt a redraw on your nominated account.
6. We will advise you 14 days in advance of any changes to the Direct Debit/Direct Credit arrangements.
7. If you provide an incorrect bank account number, you may incur a fee if we have processed a transaction to that account.
8. 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

9. You may terminate the Direct Debit/Direct Credit arrangement of your trades with us, however this termination must be in writing.
10. 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**.
11. Please contact CommSec on **13 15 19** 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**.

### Your responsibilities

12. 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;
  - to ensure that the authorisation to debit/credit the nominated account is in the same name as the account signing 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.

\* Commonwealth Direct Investment Account (CDIA) is a product of Commonwealth Bank of Australia (CBA) ABN 48 123 123 124 AFSL 234945 marketed by its wholly-owned but non-guaranteed subsidiary Commonwealth Securities Limited (CommSec) ABN 60 067 254 399 AFSL 238814, a Participant of the ASX Group and Cboe Australia (formerly Chi-X Australia).

## How to submit your documents

Once completed and signed, email or send the form and relevant supporting documentation to

✉ [accountmaintenance@CommSec.com.au](mailto:accountmaintenance@CommSec.com.au)

📍 **CommSec**  
Locked Bag 22  
Australia Square NSW 1215

📞 13 15 19  
🌐 [commsec.com.au](http://commsec.com.au)