

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 only be provided to your financial institution to initiate the drawing from your nominated account. Your name, address or other personal details will NOT be disclosed to other parties. We respect 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 Agreement so you are familiar with your rights and obligations.

Count Financial Limited

CountTransfer™ is brought to you by Count Financial Limited, Australia's largest independently owned network of Accountants and Financial Advisers specialising in wealth advice. Count Financial Limited is an ASX listed company (COU).

With over 500 firms Australia-wide, we advise Australians where to invest wealth ranging from \$1,000 to many millions.

Our commitment to you

Count's Money Back Guarantee

Our Accountants/Financial Advisers subscribe to high professional standards. If you believe that the service for which this payment authority is established has not been provided, and you are unable to resolve the matter with the service provider, Count will stop the payment authority and make a refund of up to 12 months' fees collected via Count Transfer™.

If your complaint is upheld, this refund will be paid direct to your bank account within 14 days of completion of Count's Complaints and Resolution Claim Process Form, which may be obtained by contacting Count Financial Limited on the details below.

Note: This guarantee only applies to regular debits and not once-off fees.

Contact Head Office:

Count Financial Limited,
Level 19, 1 Alfred Street, Sydney NSW 2000
GPO Box 3323, Sydney, NSW 2001
Ph: 1800 026 868 (free call)
Fax: (02) 9241 7342

**DIRECT
DEBIT**

Customer Direct Debit Request Service Agreement



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 information required by your financial institution to initiate the drawing from your nominated account.

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, please contact your Accountant/Financial Adviser.

If you do not receive a satisfactory outcome to your dispute, please contact Count Financial Limited on 1800 026 868 (Mon - Fri, 9am-5pm EST) to activate Count's Money Back Guarantee.

Count's Money Back Guarantee

- ★ Count will stop the payment authority.
- ★ Count will investigate your claim and ask you to complete Count's Complaints and Resolution Claim Process Form.
- ★ Upon completion of the Complaints and Resolution Claim Process Form, Count may refund up to 12 months' fees via Count Transfer™.
- ★ This refund will be made direct to your bank account within 14 days of completion.

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 is 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.

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.