

Direct Debit Request Service Agreement

This is your Direct Debit Request Service Agreement with TrustCo with User ID Number: 653 899. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep a copy of this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation. The terms of this Direct Debit Request Service Agreement are for the purpose of your application and/or ongoing investment for units in the nominated Dexus Real Estate Securities fund and us debiting from your account in accordance with your instructions outlined in the Application Form and the Direct Debit Form. The customer is advised to check account details against a recent statement.

1. TrustCo (the "Debit User") will debit the BSB/Account nominated for this Direct Debit Request as specified.
2. TrustCo will give not less than 30 days written notice to the investor should it propose to vary the arrangements of this Direct Debit Request. If you disagree with this change, please notify us within 14 days.
3. The investor(s) may request TrustCo to defer or alter the payment amount specified in this Direct Debit Request. Requests authorising these changes may be made by phoning or providing written advice to TrustCo. Investor(s) may change the:
 - Due date of payment;
 - Payment amount; and
 - Frequency of payment.Investor(s) wishing to vary the drawing account details specified in this Direct Debit Request must provide signed authority for such changes to be effected.
4. In compliance with the Industry's Direct Debit Claims Process, TrustCo will assist investor(s) disputing any payment amount drawn on the nominated BSB/Account in this Direct Debit Request. TrustCo will endeavour to resolve this matter within the Industry agreed time frames.
 - If you believe there has been an error in debiting your account, you should notify us directly on investorservices@dexus.com and **1800 996 456**. Alternatively you can contact your financial institution for assistance.
 - If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging within a reasonable period 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.
 - 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 in writing.
5. Direct Debit, through BECS, is not available on all accounts. TrustCo advises that some Financial Institution accounts do not facilitate direct debit and as such the investor(s) must check with their Financial Institution to ensure the account nominated in their Direct Debit Request enables direct debiting. If uncertain please check with your Financial Institution before completing the Direct Debit Request.
6. It is the investor(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in this Direct Debit Request.
7. TrustCo advises that the debit drawing will be made on the agreed due date as nominated in the payment details of this Direct Debit Request. When the due date is a closed Sydney business day, TrustCo will initiate the debit drawing on the next open business date. Investor(s) may direct processing inquiries to their Financial Institution. The funds will be processed as an application on the following business day. A closed business day is defined as any calendar day on which the investor(s) financial institution is not open for direct debit processing. That is:
 - Weekends;
 - Public Holiday - State; and
 - Public Holiday - National.
8. Where an unpaid debit item is returned by the investor(s) financial institution, TrustCo may apply an outward dishonour fee to the investor(s) account. There may be reject fees charged by your financial institution as TrustCo has no control over this.
9. Investor(s) who wish to cancel this Direct Debit Request must notify TrustCo in writing not less than 14 days before the next scheduled debit drawing. This request may be directed to TrustCo or to an investor(s) financial institution.
10. TrustCo requests the investor(s) to direct all inquiries, disputes requests for payment changes or cancellation directly to them. Alternatively, you can contact your financial institution for assistance.
11. TrustCo agrees to keep confidential all investor(s) records and account details contained in this Direct Debit Request, while noting that the bank may require such information to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit.
12. If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.
13. We may send notices either electronically to your email address or by ordinary post to the address you have given us. If sent by mail, communications are taken to be received on the day they would be received in the ordinary course of post.
14. If you wish to notify us in writing about anything relating to this agreement, you should write to Dexus Funds Management Limited, GPO Box 3993, Sydney NSW 2001.

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*.

banking 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 written, verbal or online request between *us* and *you* to debit funds from your account.

us or **we** means TrustCo, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

you means the customer who has authorised the *Direct Debit Request*.

your financial institution means the financial institution at which *you* hold the account *you* have authorised *us* to debit.

Send us your form

We accept this form returned to us by email or post. All pages must be present for the forms to be processed.

Email

Please scan and email to:

dexus@boardroomlimited.com.au

(You can send up to 10MB of attachments.)

Post

Mail this completed form to:

BoardRoom Pty Limited

GPO Box 3993, Sydney NSW 2001