



## OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangement made between Anglican Community Fund (Inc) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### Initial terms of the arrangement

In terms of the Direct Debit Request arrangement made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount as authorised in the direct debit schedule.

## DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on 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.
- We will give you at least 14 days notice in writing when changes to the original terms of the arrangement are made. This notice will state any changes to the initial terms.

## YOUR RIGHTS

### Changes to the arrangement

If you wish to make any changes to the initial terms please advise the Fund in writing. Any changes should be notified at least seven days prior to the next scheduled drawing date. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

## ENQUIRIES

Direct all enquiries to us, rather than your financial institution. All communication addressed to us should include your full name and address as shown on the Direct Debit Request.

All personal customer information held by us will be kept confidential except that information provided to your financial institution to initiate the drawing to your nominated account.

## DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to discuss the matter directly with us by contacting us on (08) 93254182
- If you do not receive a satisfactory response from us in regards to your dispute, contact your financial institution who will respond with an answer to your claim:
  - within 7 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 amount if we cannot substantiate the reason for the drawing. Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

## YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- the 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; and
- you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution it will not be reprocessed and a fee will be payable for the dishonoured item.

Direct Debit Request Form

I/We request Anglican Community Fund (Inc) to arrange for funds to be debited from my/ our nominated account at the financial institution shown below according to the Drawing Details (specified below).

Please complete Option One in Section Two to debit your bank account or Option Two for credit cards. Section Three needs to be completed in all cases.

Send completed form to: Anglican Community Fund (Inc) GPO Box W2067, Perth WA, 6846 or info@anglicanconf.com.au

Section 1 New request Change existing request Cancelled

Name: Address: Telephone: Email: Postcode:

Section 2 - Please select and complete one option only

Option 1 - Please debit my/our financial institution account.

Name of bank: BSB Number: Name of branch: Account Number:

Option 2 -Please debit my credit card.

(This is not covered by the DDR service agreement. Normal credit card conditions apply. A merchant fee of 1.00% will be deducted before funds are processed to the nominated Parish/Agency.)

Cardholder's name: Credit Card number: MasterCard Visa Card CVV: Card expiry date:

Section 3 - Drawing Details

Please debit: \$ amount (in words): from the above account each: One Off Week Fortnight Month Quarter Year Commencing: Name of Parish/Agency to receive my/our giving:

By signing this Direct Debit Request I/We acknowledge having read, understood and agreed to be bound by the terms and conditions under which debit arrangements are made between me/us and The Anglican Community Fund as outlined in the Direct Debit Request Service Agreement.

Signature: Signature: (Two authorised signatories must sign for accounts requiring two signatures)

Date signed: / /

Please include the following information with my Direct Debit:

Name/Giving number Please make Direct Debit anonymous

