

To : The Bush Church Aid Society of Australia

I/We request you, The Bush Church Aid Society of Australia (250782) to arrange for funds to be debited from my/our account at the financial institution shown below according to the schedule specified below.

Name

Supporter No.

Phone

Address

.....  
.....  
..... Postcode.....

Name and Branch of Financial Institution

.....  
.....

BSB No.

Account Number

Please debit \$ \_\_\_\_\_ from the above account :

Monthly       Quarterly       ½ yearly       Annually

Commencing immediately OR on \_\_\_ / \_\_\_ / \_\_\_ (delete whichever does NOT apply)  
Day      Month      Year

Until notified by me OR on \_\_\_ / \_\_\_ / \_\_\_ (delete whichever does NOT apply)  
Day      Month      Year

Signature (s)

.....  
.....

If debiting from a joint bank account, both signatures are required

Date

## The Bush Church Aid Society of Australia's commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between The Bush Church Aid Society of Australia (250782) 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 arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for donations.

### Drawing arrangements

- ❑ The first drawing under this Direct Debit arrangements will occur either immediately or on the date specified by you (whichever is applicable)
- ❑ 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 initial terms of the arrangements are made. This notice will state any other changes to the initial terms.
- ❑ If you wish to discuss any changes to the initial terms please contact us either by telephone to your Regional Office or by emailing us - [info@bushchurchaid.com.au](mailto:info@bushchurchaid.com.au)

## Your rights

### Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us either by telephone to your Regional Office or emailing us - [info@bushchurchaid.com.au](mailto:info@bushchurchaid.com.au). These changes may include:

- ❑ Deferring the drawing; or
- ❑ Altering the schedule; or
- ❑ Stopping an individual debit; or
- ❑ Suspending the Direct Debit Request; or
- ❑ Cancelling the Direct Debit Request completely

### Enquiries

Direct all enquiries to The Bush Church Aid Society of Australia, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your name, supporter number and account number.

All personal supporter information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account. We may from time to time use your name and address details to advise you of BCA appeals/activities unless otherwise notified by you.

### **Disputes**

- ❑ If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with The Bush Church Aid Society of Australia by contacting us by telephone to your Regional Office or by emailing – [info@bushchurcaid.com.au](mailto:info@bushchurcaid.com.au)
- ❑ You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

<b>Your commitment to us</b>
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It is your responsibility to ensure that :

- ❑ Your nominated account can accept direct debits (your financial institution can confirm this); and
- ❑ That on the drawing date there is sufficient cleared funds in the nominated account; and
- ❑ That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will re-draw after a period of 5 days. If it is dishonoured further we shall contact you by mail or telephone. We will request from you any transaction fees payable by us in respect of the above.