DIRECT DEBIT REQUEST (DDR) AND SERVICE AGREEMENT

PARISH

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53266 S1.2 SYR

INSTRUCTIONS FOR COMPLETION

- All fields are mandatory and must be completed by the person(s) authorised on the account to be debited
- All changes made on the form must be confirmed with a full wet ink signature placed next to each amendment.
- **Digital signatures are not accepted.** Form to be authorised with wet ink signatures.

Action *(Please tick)* : ☐ New request ☐ Alteration ☐ Cancellation

PARISH Reference: | | | | | | | | | | | | | |

PARISH A# Number:

SECTION 1 – DETAILS OF ACCOUNT AUTHORITY

I/We *(Name of Customer/s)*:

Mobile Number:

Email:

Authorise the: **ARCHDIOCESAN DEVELOPMENT FUND**

APCA User ID Number: **062782**

To arrange for funds to be debited from my/our account at the Financial Institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Direct Debit Service Agreement (see over page).

SECTION 2 – DETAILS OF ACCOUNT TO BE DEBITED *(COMPLETION OF ALL DETAILS IS MANDATORY)*

Name of Financial Institution:

Branch Location:

BSB Number:

Account Number:

Account Name:

To arrange for funds to be debited from my/our account at the Financial Institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Planned Giving Direct Debit Service Agreement (see over page).

SECTION 3 – PAYMENT DETAILS *(PLEASE ALLOW 3 WORKING DAYS FOR PROCESSING)*

I/We request that you debit my/our account in accordance with this Agreement and subject to one or more of the following conditions:

Payment Frequency *(Please tick)*: ☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Quarterly ☐ Once only

Amount of: $

Start Payment Date (dd/mm/yy): / /

Final Payment Date (dd/mm/yy): UNTIL FURTHER NOTICE

SECTION 4 – AUTHORITY

By signing this authority, I acknowledge that:

1) I/we am/are the owner/s and/or an authorised signatory of the account provided in Section 2 of this form.
2) I/we am/are authorised to enter into the Direct Debit arrangement as detailed in this form.
3) I/we have received, read, and understood the Direct Debit Service Agreement.

Name of Authorised Person 1:

Name of Authorised Person 2:

Wet Ink Signature of Authorised Person 1:

Wet Ink Signature of Authorised Person 2:

Date: / /

Date: / /

DIRECT DEBIT SERVICE AGREEMENT - PARISH

1. DEBITING YOUR NOMINATED ACCOUNT

1.1. The Archdiocesan Development Fund (ADF), on behalf of your Parish, undertakes to debit your account on the nominated day each period as per the information provided. Please note the ADF will not issue billing advices to you. Confirmation that the debit has occurred will be evidenced by the debit entry to your nominated financial institution account.

1.2. When the due date for payment falls on a day which is not a Business Day the Debit will be processed by the ADF on the next available Business Day. In the event that the due date for payment is the last day of the month and that the day is not a business day, the Debit will be processed by the ADF on the next business day. If you are uncertain when the Debit will be processed to your account, please enquire directly with your Financial Institution.

1.3. If the Debit is returned unpaid by your Financial Institution four (4) times in a calendar year, we will cancel the Agreement and notify the Parish who will contact you directly.

2. CHANGES BY US

2.1. The ADF will provide you, via the Parish, with at least 30 days written notice if we make any changes to the terms of this Agreement or Direct Debit Request that may disadvantage you, including but not limited to the following:

i) The direct debit amount.
ii) The direct debit due date
iii) The direct debit payment frequency.

2.2. If the Debit is returned unpaid by your Financial Institution four (4) times in a calendar year, we will cancel the Agreement and notify the Parish who will contact you directly.

3. CHANGES BY YOU

3.1. You may cancel, request deferment of, or alteration to your authority for us to debit the nominated account by advising your Parish in writing at least three (3) business days before the due date of the next debit. The Parish will then provide these details to the ADF for processing.

3.2. You can also temporarily suspend or cancel your direct debit arrangement by contacting Parish or your Financial Institution.

4. DISPUTES

4.1. If you believe there has been an error in debiting your account or you wish to dispute a transaction, you should notify your Parish in the first instance. The Parish will then provide this information to the ADF who will investigate your claim and then liaise directly with you to achieve a resolution satisfactory to both the ADF and you.

4.2. Alternatively you can contact your Financial Institution who may lodge a claim on your behalf.

5. YOUR OBLIGATIONS

5.1. It is your responsibility to ensure that you are either the account owner or an authorised signatory for the account listed in Section 2 of the form.

5.2. Direct Debiting is not available on all bank accounts. You will need to check with your Financial Insti tuti on if you are uncertain whether your account is suitable for direct debiting. Credit Cards and some passbook accounts are not suitable for Direct Debits.

5.3. You should check your account details against a recent statement from your Financial Institution to ensure their correctness. If uncertain, check with your Financial Institution before completing the Direct Debit Request.

5.4. It is your responsibility to ensure that there are sufficient cleared funds available in your nominated account to allow a debit payment to be made. If there are insufficient funds in your nominated account:

i) The payment will be rejected and returned as unpaid to the ADF.
ii) The ADF will debit the parish account with any processing charges incurred by the ADF.
iii) The Parish will be advised by us of the rejected debit and they will contact you directly.
iv) You may be charged a dishonour fee by your Financial Institution.

6. CONFIDENTIALITY

6.1. Details of Customer records and account details will be kept in confidence and accessed only for the purpose of processing the Direct Debit Request. Please note we may be required to provide informati on to your Financial Institution in the case of a query or claim of wrongful debit.

6.2. ADF collects personal information directly from you for the purposes of providing the direct debit facility, including the processing of payments, transactions and managing accounts. If the personal information you provide is incomplete or inaccurate, we may not be able to provide you with this service.

6.3. The ADF collects, holds, uses and discloses personal informati on about you. The ADF may disclose personal informati on about you to your Parish, agencies within the Archdiocese, and external third parti es, including other Financial Institution that assist the ADF in providing this service. The ADF does not disclose personal information overseas, but the ADF may engage with third parties who use service providers with overseas infrastructure.

6.4. Our Privacy Policy (available on our website or on request) sets out how you can access and ask for correcti on of your personal information, how you can complain about privacy-related matters and how we respond to complaints. Contact details: Privacy Officer, GPO Box 282, Brisbane, Queensland, 4001. Email: privacyofficer@bne.catholic.net.au, telephone: +61 7 3324 3578.

7. DEFINITIONS

Nominated Account means the account held at your Financial Institution from which we are authorised to debit funds.

Financial Institution is the Financial Institution where you hold the account that you have authorised us to arrange to debit.

Business Day means a day other than a Saturday or a Sunday or a listed public holiday in Queensland.

Us, We Our means the Archdiocesan Development Fund (ADF).

I, You and Your means the customer(s) who signed the Direct Debit Request.

Your Parish and the Parish means the Parish that your direct debit request is set up through and where your payment is being made to.

ADF means the Archdiocesan Development Fund.