

Direct Debit Request



REQUEST AND AUTHORITY TO DEBIT

Your Given names: _____ Your Surname: _____
request and authorise **The Salvation Army (Victoria) Property Trust & User ID 086102** to arrange a debit to your nominated account to pay for:

Reason for debit: _____
i.e. Crisis Partners, Red Shield Appeal, Christmas Appeal

This debit or charge will be arranged by **The Salvation Army (Victoria) Property Trust's** financial institution and made through the Bulk Electronic Clearing System Framework (**BECS**) from your nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

AMOUNT OF DEBIT

We will debit the sum of \$ _____ from your account.

Frequency of debit: once-off gift ongoing regular gift

If an ongoing regular gift has been selected we will debit the sum from your account on the _____ day of the month or next banking day. date

YOUR ACCOUNT TO BE DEBITED

Name/s on account: _____

Financial institution name: _____

BSB number (Must be 6 Digits) - Account number

YOUR CONTACT DETAILS

Email: _____

Phone: _____ Mobile: _____

Mailing Address: _____

Suburb: _____ State: _____ Postcode: _____

CONFIRMATION

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you confirm that:

- You are authorised to operate the nominated account; and
 - You have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Request Service Agreement
 - You have understood and agreed to The Salvation Army's commitment to protecting your personal information.
- To read our privacy policy visit salvationarmy.org.au/privacy

YOUR SIGNATURE

Signed in accordance with the account authority on your account:

Signature _____ Date / /

Direct Debit Request Service Agreement



This is your Direct Debit Request Service Agreement with **The Salvation Army (Victoria) Property Trust ABN 64 472 238 844 and User ID 086102** (the Debit User). 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 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.

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 mean The Salvation Army (Victoria) Property Trust, (the Debit User) who have authorised by requesting a Direct Debit Request.

You mean the customer who has authorised the Direct Debit Request.

Your financial institution means the financial institution at which you hold the account is maintained you have authorised us to debit.

1. DEBITING YOUR ACCOUNT

- 1.1 By submitting a Direct Debit Request, you have authorised us to arrange for funds to be debited from your account. The Direct Debit Request and this agreement set out the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.
- 1.3 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.

2. AMENDMENTS BY US

- 2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least thirty (30) days written notice sent to the preferred email / address you have given us in the Direct Debit Request.

3. HOW TO CANCEL OR CHANGE DIRECT DEBITS

You can:

- (a) cancel or suspend the Direct Debit Request; or
- (b) change, stop or defer an individual debit payment at any time by giving at least 14 days written notice.

To do so, contact us at redshield@salvationarmy.org.au

You can also contact your own financial institution, which must act promptly on your instructions.

4. YOUR OBLIGATIONS

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
 - (a) you may be charged a fee and/or interest by your financial institution;
 - (b) we may charge you reasonable costs incurred by us on account of there being insufficient funds; and
 - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. DISPUTE

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on redshield@salvationarmy.org.au. Alternatively, you can contact your financial institution for assistance.
- 5.2 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.
- 5.3 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.

6. ACCOUNTS

You should check:

- (a) With your financial institution whether direct debiting through BECS is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) Your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) With your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

7. CONFIDENTIALITY

- 7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction, or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
 - (a) to the extent specifically required by law; or
 - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. CONTACTING EACH OTHER

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to The Salvation Army (Victoria) Property Trust at redshield@salvationarmy.org.au.
- 8.2 We will notify you by sending a notice to the preferred address or email you have given us in the Direct Debit Request. Any notice will be deemed to have been received on the second banking day after sending.

ABN

- NSW and ACT ABN: 46 891 896 885
- QLD ABN: 22 035 976 360
- VIC ABN 18 730 899 453
- TAS ABN 23 860 168 024
- SA ABN 45 781 882 681
- NT ABN 34 413 960 392
- WA ABN 92 646 174 644
- VIC PROP TRUST ABN 64 472 238 844