

DIRECT DEBIT REQUEST SERVICE AGREEMENT

I/We authorise Barnardos Australia (User ID 061543) to arrange for funds to be debited from the account at the financial institution identified by the details I/We have provided, as prescribed through the Bulk Electronic Clearing System. This authorisation is to remain in force in accordance with the terms described in the service agreement below:

DIRECT DEBIT SERVICE AGREEMENT

This document outlines our commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Barnardos Australia and you. It sets out your rights, our commitment to you, and your responsibilities to us, and where you should go if you require assistance.

In the terms of the DDR arrangements made between Barnardos Australia and signed by you, we undertake to periodically debit the nominated account for the agreed amount to Barnardos Australia.

Your account will be debited on the 19th day of the month your donation is due. In the event that the due date for payment is not on a business day, the debit will be made on the following business day.

YOUR RIGHTS

1. Changes to the agreement

If you would like to make changes to the drawing arrangements, please contact Barnardos Australia in writing, attention to Donor Relations. All changes should be made known, at least 14 business days prior to the next scheduled debit date.

These changes may include:

- Deferring the drawing; or
- Changing the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely.

2. Enquiries

Please direct all enquiries to us rather than to your financial institution. All communication addressed to Barnardos should include your name, address and donor identification number if known. All personal donor information held by Barnardos will be kept confidential under the provisions set out in the Privacy Act, except that information provided to our financial institution to initiate the drawings.

3. Disputes

If you believe that a drawing has been initiated incorrectly we encourage you to take the matter up directly with us by contacting us by phone: 1800 061 000 or in writing to the attention of Donor Relations at the address below. You will receive a full refund of the drawing amount if we cannot substantiate the reason for the drawing.

4. Privacy and Confidentiality

At Barnardos your details are kept confidential under the Privacy Act, including the National Privacy Principles. Barnardos Australia will not disclose, swap, share or rent your personal information (including details relating to your DDR).

YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- The nominated account can accept direct debits (your financial institution can confirm this); and
- On the drawing date there are sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed. If the drawing is returned or dishonoured by your financial institution, you will be notified by telephone or by mail.

Barnardos Australia, GPO BOX 9996 in your Capital City.
Registered Charity, ABN 18 068 557 906,
www.barnardos.org.au Toll Free Phone: 1800 061 000.