



## Direct Debit Service Agreement

**Thank you** for making the decision to support Children's Cancer Institute with a regular automatic gift. Your generosity is really appreciated and will help us work towards saving the lives of all children with cancer and eliminate their suffering through world-class medical research. If you have any questions regarding your regular donation please do not hesitate in contacting us. This form of giving is designed to be flexible and if at any time you need to change your account details, adjust your giving date, hold your donation for a month or so or wish to change your donation amount, please let us know.

### 1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between you and us.

1.2 If the debit day falls on a day that is not a banking day (weekend or public holiday), we will 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 or please call our Supporter Care Team on 1800 685 686.

### 2. Changes 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 fourteen (14) days written notice.

### 3. Changes by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting our Supporter Care Team on 1800 685 686 or in writing addressed to: Supporter Care Team, Children's Cancer Institute, PO Box 81, Randwick NSW 2031

3.2 If you wish to stop, change or defer a debit payment you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your account at any time by giving us fourteen (14) days notice in writing before the next debit day. This notice should be given to us or forwarded to your financial institution.

### 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 a payment is returned unpaid we will send you a letter, including a "Change in details" form, advising you the payment didn't go through within one week. In case of insufficient clear funds in your account to meet a debit payment you may be charged a fee and/or interest by your financial institution.

### 5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us on 1800 685 686 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Please write to: Supporter Care Team, PO Box 81, Randwick NSW 2031

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query, within one week for a refund on a Credit Card and within 2 weeks for a refund into a Bank Account, by arranging 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 within one week either via mail, email or fax.

5.4 Any queries you may have about an error made in debiting your account will be preferably directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter or if you prefer to send your query directly to your financial institution, you can refer to them in the first instance. They will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

### 6. Accounts

You should check with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.

### 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 at your consent:

(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. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to:

Supporter Care Team, Children's Cancer Institute, PO Box 81, Randwick NSW 2031

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.

8.3 Any notice will be deemed to have been received on the third banking day after posting.