



Curing childhood cancer.
It's not if. It's **when.**



Direct Debit Important Information

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.

To read the full Ezidebit 'DDR Service Agreement', please click [here](#). Below is a summary of important information regarding your donation.

1. Debiting your account

- 1.1. Global Payments Australia 1 Pty Ltd ('Ezidebit') is our agent and will debit your nominated account on our behalf as set out below.

2. Changes by you

- 2.1. You can change the arrangements under this direct debit request by contacting our Supporter Care Team on 1800 685 686, emailing supportercare@ccia.org.au or in writing addressed to: Support Care Team, Children's Cancer Institute, PO Box 81, Randwick NSW 2031.
- 2.2. If you wish to stop, change or defer a debit payment or cancel your authority for us to debit your account, you must notify us in writing at least fourteen (14) days before the next debit day.

3. Changes by us

- 3.1. We will notify you within 14 days of any changes to this agreement (excluding your direct debit request).

4. Your obligations

- 4.1. You should check with your financial institution that direct debiting is available from your account as direct debiting is not available on all accounts.
- 4.2. You need 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. If there are insufficient funds in your account, we will notify you and you may be charged a fee and/or interest by your financial institution. Additionally, we may be charged a fee by Ezidebit for failed payments. 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 day.

5. Dispute

- 5.1. If you believe there has been an error in debiting your account, please notify our Supporter Care Team as soon as possible. If we agree that your account has been incorrectly debited, we will refund the amount within 2 weeks and notify you. If we conclude that your account has not been incorrectly debited, we will respond to you with our reasons and evidence for our finding.
- 5.2. If we cannot resolve the matter you can also send your query directly to your financial institution who will lodge a claim on your behalf.

6. Confidentiality

- 6.1. We will keep any information (including your account details) in your direct debit request confidential.
- 6.2. We will only disclose information: (a) to the extent specifically required by law; (b) for the purposes of your direct debit request, including by disclosing necessary information to Ezidebit for the purposes of debiting your account; or (c) when we have your consent. For more details about how we process your personal information, visit: ccia.org.au/privacy-policy/.

7. Notice

- 7.1. If you wish to notify us in writing about anything relating to this agreement, you should email supportercare@ccia.org.au or write to: Supporter Care Team, Children's Cancer Institute, PO Box 81, Randwick NSW 2031
- 7.2. We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 7.3. Any notice will be deemed to have been received on the third banking day after posting.

