



NATIONAL TRUST ST JOSEPHS CATHEDRAL ROCKHAMPTON APPEAL

Direct Debit Request (DDR)

You may contact us as follows:-

Phone: +61749313637
Email: enquiries@ddfrok.org.au
Mail: Reply Paid 611
Rockhampton, QLD 4700

PART A – Your Details

Customer Number:	< OFFICE USE ONLY >		
Customer Name:			
Phone Number:			
Email Address:			
Address:			
State:		Postcode:	

PART B – Schedule

Date of First Payment:

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 e.g. 25 Aug 2009

Frequency: Weekly
 Fortnightly
 Monthly
 Quarterly
 6 monthly
 Yearly

Payment Amount:

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 Payment Amount for each debit

Number of Payments: Continue until further notice
OR
 Stop after

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 Payments

If the scheduled date is not a banking day, the debit will take place on the next banking day.

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PART C – Cheque/Savings Accountor Credit Card Authorisation

I/We request you NATIONAL TRUST ST JOSEPHS CATHEDRAL ROCKHAMPTON APPEAL (314011) to arrange for funds to be debited from my/our nominated account at the financial institution according to the specified schedule and attached Direct Debit Service Agreement.

Financial Institution:

Branch:

Account Name:

BSB No. -

Account Number:

Signature: Date:

Signature: Date:

If debiting from a joint bank account, both signatures are required.

OR

I request you NATIONAL TRUST ST JOSEPHS CATHEDRAL ROCKHAMPTON APPEAL to arrange for funds to be debited from my nominated credit card according to the schedule specified above and attached Direct Debit Service Agreement.

Credit Card Number:

Expiry Date: /

Cardholder Name:

Signature: Date:

Completed Application

Return your completed application by mail to:-

Mail: Reply Paid 611
Rockhampton, QLD 4700



Customer Direct Debit Request (DDR) Service Agreement

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between NATIONAL TRUST ST JOSEPHS CATHEDRAL ROCKHAMPTON APPEAL (314011) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

How to Contact Us

Enquiries

Direct all enquiries to us, rather than to your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:-

Phone:	+61749313637
Email:	enquiries@ddfrok.org.au
Mail:	Reply Paid 611 Rockhampton, QLD 4700

All communication addressed to us should include your Customer Number.

Our commitment to you

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the date nominated on the Direct Debit Request.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing, by email or by phone when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact us.



Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- canceling the DDR completely.

Confidentiality

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly by contacting us.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that 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 your drawing is returned or dishonoured by your financial institution, we may re-draw on your account after four (4) business days, or contact you to arrange alternate payment. Any transaction fees payable by us in respect of the above may be added to your account.