

Direct Debit Request Service Agreement

Definitions

account means the account held at your *financial institution* from which we are authorised to arrange for funds to be debited.

agreement means the Direct Debit Request Service Agreement between you and us, including the *direct debit request*.

business day means a day other than a Saturday or a Sunday or a listed public holiday.

debit day means the day that payment is due.

debit payment means a particular transaction where a debit is made, according to your *direct debit request*.

direct debit request means the *Direct Debit Request* between us and you.

us and *we* and *our* means the Catholic Community Fund.

you means the customer(s) who signed the *direct debit request*.

your financial institution is the financial institution where you hold the *account* that you have authorised *us* to arrange to debit.

1. Debiting your account

By signing a *direct debit request*, you have authorised *us* to arrange for funds to be debited from *your account* according to the *agreement* we have with you.

We will only arrange for funds to be debited from your account:

- as authorised in the *direct debit request*;

If the *debit day* falls on a day that is not a business day, we may direct *your financial institution* to debit *your account* on the following or previous business day. If you are unsure about which day *your account* has or will be debited, please check with *your financial institution*.

2. Changes by you

If you wish to stop or defer a debit payment you must write to us at least 5 business days before the next debit day. This notice should be given to us in the first instance.

3. Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made.

If there are insufficient clear funds available in your account to meet a *debit payment*:

- you or your account may be charged a fee and/or interest by your *financial institution*;
- you or your account may be charged a fee to reimburse us for charges we have incurred for the failed transaction;
- you must arrange for the payment to be made by another method.

Please check *your account* statement to verify that the amounts debited from *your account* are correct.

4. Dispute

If you believe that there has been an error in debiting *your account* you should call us on 4979 1160 and confirm the details in writing with us as soon as possible so that we can resolve *your query* quickly.

5. 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.
- *your account* details which you have provided to us are correct by checking them against a recent account statement; and
- with *your financial institution* before completing the direct debit request if you have any queries about how to complete the *direct debit request*.

Warning: if the account number you have quoted is incorrect, you may be charged a fee to reimburse our costs in correcting any deductions from:

- an account you do not have authority to operate; or
- an account you do not own.

6. Confidentiality

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.