



Direct Debit Registration Form

I / We authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID 165969, 303909, 428198) to debit my/our nominated account identified below on behalf of RSPCA ACT, through the Bulk Electronic System (BECS) in accordance with the schedule specified. By signing below you have understood and agreed to the terms and conditions outlined in the Direct Debit Service Agreement. If debited from a joint bank account, both signatures are required.

Title First name Surname

Address

Suburb State Postcode

Email Phone

Signature(s) Date

Name of financial institution Branch

Account Name

BSB number Account number

Please debit \$ From the above account each month until I advise otherwise Commencing on 15 / /

All gifts over \$2 are tax deductible

Please post, email or fax the completed form to:

RSPCA ACT
PO Box 3082
Weston Creek ACT 2611

Email: donation@rspca-act.org.au
Fax: (02) 6288 3184
PH: (02) 2687 8131

Your privacy is important to us. All personal information which you provide to us will be subject to our Privacy Policy. Our Privacy Policy is available on our website and details our commitment to protecting your personal details and privacy: <http://www.rspca-act.org.au/privacy-policy>.





DIRECT DEBIT REQUEST SERVICE AGREEMENT

RSPCA ACT INC

Thank you for your donation to RSPCA ACT via a monthly Direct Debit from your nominated account. Donations of \$2 or more are Tax Deductible.

As part of the arrangement, we are required to provide you with this Service Agreement. This Agreement sets out the terms on which we accept and act under your Direct Debit Request to debit specified amounts from your account under the Direct Debit System.

If you have any questions, please do not hesitate to contact the RSPCA ACT on 02 6287 8131 or by emailing finance@rspca-act.org.au.

Your Rights

You may ask us to alter the terms of your Direct Debit Request or defer a donation to be made under your Direct Debit Request by calling us on 02 6287 8131 and stating your name, Direct Debit Request details and the reason for the change.

You may ask us to stop a drawing under the Direct Debit Request or cancel your Direct Debit Request by writing to us by the 8th day of the month and stating your name, Direct Debit Request Details and the reason for the change. This applies if you want to cancel a single deduction or all future deductions.

You may dispute any amount we draw under your Direct Debit Request by calling us on 02 6287 8131 – we may ask you to confirm details of your name, Direct Debit Request and deduction in writing.

Your Obligations

Please enquire with your financial institution if you are uncertain if direct debit functions are available on your account. (You may be charged a fee by your financial institution if the direct debit facility is not available on your account). Not all accounts are available through BECS.

It is best to check account details against a recent statement from your financial institution. It is your responsibility to make sure the account details you have given to us are correct and there are sufficient funds available in the nominated account so that deductions can be made when due. (You may be charged a fee by your financial institution if the account details are incorrect or there are insufficient funds in the nominated account when we attempt to deduct donations). RSPCA ACT may also pass on any charges relating to any declined transactions.

You understand that this Direct Debit Request will remain in force until it is cancelled or altered by you, as per the terms of the Service Agreement.

Our Commitment to You

We agree to be bound by this Agreement when we receive your Direct Debit Request.

Deductions from your account will occur on the 15th of each month. If the specified dates land on a weekend or public holiday we will charge your account on the next business day.

We will send a receipt within 30 days of the conclusion of the financial year summarising your entire year's donations made through the Direct Debit System – for tax purposes.

We cannot change our procedures in this agreement, change or cancel your Direct Debit Request without giving you at least 14 days' written notice. We will promptly respond to any concerns you may have about amounts debited to your account.



ACN 096 902 813 | AFSL 315388

DDR SERVICE AGREEMENT (Ver 1.9)

DDR Service Agreement (Ver 1.9)

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/We have with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
 - (2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
 - (3) a payment request is received after normal Ezidebit cut off times, being 3:00pm Queensland time, Monday to Friday.
- Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee may be payable by me/us to Ezidebit. Where a failed payment fee is applicable, the amount will be as detailed in the Debit Arrangement of the Direct Debit Request. I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

Credit Card Payments

I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business.

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We appoint Ezidebit as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement). I/We irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the Ezidebit Privacy Policy.

Other than as provided in this Agreement or the Ezidebit Privacy Policy, Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection or as otherwise required or permitted by law. Ezidebit's Privacy Policy can be found at <http://www.ezidebit.com/au/privacy-policy/>

I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request.

I/We authorise:

- a) Ezidebit to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
- b) my/our financial institution to release information allowing Ezidebit to verify my/our account details.

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