

St Matthias Churches

ABN 61 718 660 903
8 Church Place, Paddington NSW 2021



DIRECT DEBIT REQUEST (DDR)

I/We request, you, the Churchwardens of St Matthias (**User ID 081708**) to arrange for funds to be debited from my/our nominated account at the financial institution as specified in the schedule below.

Your Account Name: _____

Your Postal Address: _____

Authorised Account Signatures: _____

(If the account is a joint account, both signatures are required)

Name of Financial Institution: _____

Location / Branch of Financial Institution: _____

BSB No: ___ ___ ___ — ___ ___ ___ Account No.: ___ ___ ___ ___ ___ ___ ___

Please debit \$ _____ from the above account at the frequency indicated below.

Please tick appropriate boxes

- As a one off**
- Weekly on Monday** **Fortnightly on Thursday**
- Monthly on** 1st 16th 25th

Please allocate my support to

Please tick appropriate boxes

- AM@Paddington Amount \$ _____
- PM@Paddington Amount \$ _____
- The Partners Relief Fund Amount \$ _____
- Other (please specify) _____ Amount \$ _____

This is a **new** Direct Debit Request or I am **updating an existing** Direct Debit

Other contact details: e-mail address _____ Phone: _____

When do you want your donation to start? _____

I/We acknowledge receipt of the Direct Debit Service Agreement (see attached):

Authorised signature _____ Authorised signature _____ Date _____

Office Use Only
SDB CDB EM Batch System ID _____

CUSTOMER DIRECT DEBIT REQUEST SERVICE AGREEMENT

This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between the Churchwardens of St Matthias (User ID 081708) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

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 amount stated on the DDR form.

Under this Direct debit arrangement your nominated account will be debited on, or as near as possible to, the date you requested on the DDR form.

YOUR RIGHTS

Contact the church office (details below) if you wish to discuss the following actions:

1. Alter, suspend or cancel the DDR
2. Dispute any debit

Any dispute will be investigated by the St Matthias Finance Officer. If you do not receive a satisfactory response from us regarding your dispute, contact your financial institution who will respond to you with an answer to your claim:

- Within 7 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.

If the date of drawing is not a business day then the drawing will be made on the closest business day after the due date.

YOUR RESPONSIBILITIES

Please ensure:

- a) Your nominated account can accept Direct Debit; and
- b) Sufficient cleared funds are available in the nominated account on or about the day of drawing.

At least 14 days notice should be provided in writing (by mail, fax or email) if the terms of the initial agreement are to be change.

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 amount stated on the DDR.

The first drawing under this Direct Debit arrangement will occur as soon as possible on or after the date stated on the DDR form.

CHURCH OFFICE CONTACT DETAILS

Ph: 9360 7840
Fax: 9360 7850
Email: accounts@matthias.org.au
Address: 8 Church Place, Paddington NSW 2021