

DIRECT DEBIT REQUEST (DDR)

Armidale

PO Box 509 Armidale NSW 2350

Phone 1800 040 903

Tamworth

PO Box 3619 Tamworth NSW 2340

Phone: 1800 803 194



Payment to be made to:					
Account Number:					
Payee Details					
Given Names:					
Surname:					
Contact Number:					
Address:					
Payment Details					
Amount \$:	Freq: <input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Other				
First Payment Date: / /	Final Payment Date: / /				
Each debit or charge must be effected according to the terms and conditions of the Direct Debit Service Agreement within this form.					
Details of Account to be Debited					
Account in the name of:					
BSB:	Account Number:				
Signature(s)					
Before signing this section, please read the Service Agreement outlined within this form. Your signature below will indicate you accept the terms of the Service Agreement and confirm that the details on this form have been checked and are correct.					
If a joint account, please have all account holders' sign. If the account is held by a company please have one director and company secretary sign. If you are signing on behalf of another person or entity, please state the capacity in which you sign in the signature box below.					
Signature 1:	Date:				
Signature 2:	Date:				
Office Use	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	PP No.	Memo No.	Frequency	NAB Total.	Masterfile Entry
	Processed by	<input type="text"/>	Checked by	<input type="text"/>	

Adjustments:

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 this Direct Debit Request Service Agreement between *you* and *us*.

Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by *you* to *us* is due.

Debit payment means a particular transaction where a debit is made.

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

Us or **we** means *Armidales Diocesan Investment Group (ADIG)* you have authorised by signing a *direct debit request*.

You means the customer 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

1.1 By signing a *direct debit request*, *you* have authorised *us* to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.

1.3 If the debit day falls on a day that is not a business day, we will direct your financial institution to debit your account on the following business day.

If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changes by us

2.1 We may vary any details of this *agreement* or a *direct debit request* at any time by giving you at least fourteen (14) days written notice.

2.2 ADIG may take action to cancel the *agreement* upon recording three (3) direct debit dishonours unless an arrangement has been made.

3. Changes by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on (02) 6772 8311

3.2 If you wish to stop/defer a debit payment you must notify us in writing at least seven (7) days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your account at any time by giving us seven (7) days' notice, in writing before the next debit day. This notice should be given to us in the first instance.

4. Your obligations

4.1 It is *your* responsibility to ensure that there are sufficient clear funds in your account to allow a debit payment to be made in accordance with the direct debit request.

(a) If there are insufficient clear funds in *your account* to meet a debit payment you may be charged a fee and/or interest by your financial institution;

4.2 You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

4.3 If *you* believe that there has been an error in debiting your account, you should notify us directly on (02) 6772 8311 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

4.4 If *we* conclude as a result of our investigations that *your account* has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

4.5 If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to your query by providing you with reasons and evidence for this finding.

4.6 Any queries *you* may have about an error made in debiting *your account* should be directed to us in the first instance, so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

5. Accounts

You should check:

a) with *your financial institution* whether direct debiting is available from *your* account as direct debiting is not offered on all accounts offered by financial institutions.

b) *your account* details which you have provided us are correct by checking them against a recent statement; and

c) with *your financial institution* before completing the *direct debit request* if *you* have any queries about how to complete the *direct debit request*.

6. Confidentiality

6.1 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.

6.2 We will only disclose information that we have about you:

a) to the extent specifically required by law; or

b) for the purpose of this agreement (including disclosing information in connection with any query or claim).

7. Notice

7.1 If *you* wish to notify *us* in writing about anything relating to this agreement, you should write to: ADIG PO Box 509 ARMIDALE 2350

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 two (2) business days after it is posted.