



# CUSTOMER DDR SERVICE AGREEMENT

## OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Anglican Community Fund (Inc) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### 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 as authorised in the direct debit schedule.

## DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the nominated day.
- 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 when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.

## YOUR RIGHTS

### Changes to the arrangement

If you wish to make any changes to the initial terms please advise the Fund in writing. Any changes should be notified at least seven days prior to the next scheduled drawing date.

These changes may include:

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

## ENQUIRIES

Direct all enquiries to us, rather than to your financial institution. All communication addressed to us should include your full name and address as shown on the Direct Debit.

All personal customer information held by us will be kept confidential except that information provided to your 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 with us by contacting us on (08) 9325 4182
- 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 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 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:

- nominated account can accept direct debits (your financial institution can confirm this)
- on the drawing date there is sufficient cleared funds in the nominated account
- you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution it will not be reprocessed. Any transaction fees payable by us in respect of the above may be claimed by the Fund from you.