

## 19 Forest Road, Ferntree Gully, 3156 St John the Baptist Parish

Email: office@stjohnthebaptist.net.au Tel: 9758 1029

## Direct Debit Request (DDR)

specified. 400948, to arrange, through its own financial institution, to debit funds from my/our nominated account at the financial institution shown below according to the details I / We request and authorise St John the Baptist Church Ferntree Gully, User ID

Name(s):		
Address:		
Telephone:	Mobile:	
Please deduct money from my/our Financial Institution account.  This debit will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.	al Institution account Electronic Clearing in you have nominated the Debit Requestions and the second second in the second second in the second secon	NE System (BECS) from ated below and will be st Service Agreement.
Name of Bank Account:		
Name and Branch of Financial Institution where account is held:	here account is he	HG.
BSB Number: L Accc	Account Number:	
Please gebit \$ for my/our Steward	<b>dship</b> contribution fro	for my/our Stewardship contribution from the above account; and/or
Please debit \$ for my/our Presbyt	ery contribution from	for my/our Presbytery contribution from the above account each:
Week Fortnight	Month	Quarter
Commencing on://	Until:	
Or Until further notice		
Signature(s):		
(To be signed by both parties for joint accounts. If signing for a Company, sign and print full name and capacity for signing eg. Director.)	ne and capacity for si	igning eg. Director.)
Stewardship Contributor No. #	Date signed: _	

# Direct Debit Request (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 St John the Baptist Church Ferntree Gully, ABN 80 966 156 251 (User ID 400948) and you. Direct Debit explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider. arrangements pertain to requests to deduct money from your financial institution account. The agreement is designed to

of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions

### Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the nominated date
- 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 banking day, we may direct your financial institution to debit your account on the following banking day.
- 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 to the address you have given us in the Direct Debit Request.
- 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.
- We will only disclose information that we have about you to the extent specifically required by law; or for the purposes
  of this agreement (including disclosing information in connection with any query or claim).

## Changes to the arrangement

days notification by You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14)

- telephoning us on 9758 1029 during business hours;
- writing to: The Parish Office, St John the Baptist Parish, 19 Forest Road, Ferntree Gully, 3156; or
- arranging it through your own financial institution.

#### **Enquiries**

You may enquire about anything relating to your Direct Debit arrangement by contacting the Parish Office either by phone – 9758 1029 or email – office@stjohnthebaptist.net.au

#### Disputes

You should check your account statement to verify that the amounts debited from your account are correc

If you believe that there has been an error in debiting your account, you should notify us directly at the Parish Office and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct.

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

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

## Your commitment to us

It is your responsibility to ensure that

- your nominated account can accept direct debits (your financial institution can confirm this); and
- your account details which you have provided to us are correct by checking them against a recent account statement;
- that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

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. You may also incur fees or charges imposed or incurred by us; and you must arrange for the debit payment to be in your account by an agreed time so that we can process the debit payment.