

Direct Debit Request

I/We request you, Wycliffe Bible Translators Australia ABN 22 004 705 953 (User ID 230592), to debit funds from my/our nominated account at the financial institution shown below according to the details specified below.

Contact Details

Donor ID:

First Name:

Surname:

Address:

City/Suburb: Postcode:

Phone: Mobile:

Email: Email Receipt? Yes: No:

Financial Institution Details

Account-holder (name of account):

Financial Institution Name and Branch:

BSB: ___ - ___ Account Number:

Direct Debit Details

Commencing:

immediately OR in the month of: (tick one option)

and continuing:

until further notice OR expiring in (month) (year)

You are authorised to debit \$ from the above account:

weekly fortnightly monthly quarterly half-yearly yearly

Gift Allocation

Please indicate how you wish your gift to be allocated (may be to more than one person or project).

I/we want the amount to be allocated to Wycliffe Members or Projects as follows:

| Person or Project | Amount |
|-------------------|--------|
| | \$ |
| | \$ |
| | \$ |
| TOTAL: | \$ |

Authorisation

Your Signature(s):

NOTE: If debiting from a joint bank account, all signatures may be required. DATE:/...../.....

Direct Debit Request Service Agreement

Our Commitment to You

We are required by bank regulations to send you this document which outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Wycliffe Bible Translators Australia ABN 22 004 705 953 (User ID 230592) 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 debit your nominated account for the agreed amount on or shortly after the 10th or 24th of each month for monthly donations, and on Mondays or Tuesdays for weekly or fortnightly donations for support of the Wycliffe member(s) or Project(s) you nominate.

Drawing Arrangements

Should you wish to change the amount or the account details, stop an individual debit, or defer, suspend or cancel the arrangement, please contact Wycliffe at least seven working days prior to the next drawing date.

We will give you at least 14 days notice, by phone, email or post if the terms of the arrangement are to change.

If a situation arises where you dispute a debit to your account, please contact our office as soon as possible. The matter will be investigated immediately and, if there is an error relating to the direct debit, it will be corrected.

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 5 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 cannot substantiate the drawing.

Your Commitment to Us

Please ensure that your nominated account can accept direct debits (certain account types do not) and that there are sufficient cleared funds available on the due date.

If the drawing is dishonoured we will contact you to ascertain the reason. We will record the new account details if applicable, determine whether you wish to continue or suspend the arrangement, or find out when you wish Wycliffe to attempt to re-draw the amount.

If the drawing is dishonoured you may incur a fee from your bank. If a fee is incurred as a result of our error, we will reimburse you. Unless the fees are increased substantially, dishonour fees incurred by Wycliffe through your error will not be passed on to you.

Confidentiality

Information relating to your direct debit will remain confidential (except when required by the Bank as Sponsor). Wycliffe maintains your personal information to keep you updated about our projects and activities, to forward Wycliffe publications to you from time to time and to enable us to process your donation. (If you do not wish to receive our publications, please notify us.) Except for normal bank processing, your financial details will be kept confidential. Wycliffe's Privacy Policy is available at: wycliffe.org.au/about-us/#Privacy-Policy