

## 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 The Parish of Our Lady and St Therese, Essendon, ABN 79 260 173 869 and (User ID 414771CR) and you. Direct Debit arrangements pertain to requests to deduct money from your financial institution account. The agreement is designed to 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.

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

### 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).

### YOUR RIGHTS

#### Changes to the arrangement

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least 5 working days notification by

- telephoning us on 9401 6330,
- writing to The Parish of Our Lady and St Therese, Essendon, 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 telephoning us on 9401 6330 or emailing to [essendon@cam.org.au](mailto:essendon@cam.org.au)

### Disputes

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

*Financially  
Support  
Your Parish*

THE PARISH OF  
OUR LADY  
&  
ST THERESE

Direct Debit Form

Fill in the form inside and  
return it to the parish office

## THE PARISH OF OUR LADY AND ST THERESE, ESSENDON

### CREDIT CARD & DIRECT DEBIT BANK AUTHORISATION FORM

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_ PHONE: \_\_\_\_\_

---

#### PLEDGE DETAILS

My total pledge per month is: \$ \_\_\_\_\_ and I wish for this monthly payment to be distributed in the following way:

\$ \_\_\_\_\_ in parish/church support and/or \$ \_\_\_\_\_ in clergy support

*Please note that deductions for parish and clergy will appear separately on credit card and bank statements.*

---

#### PAYMENT DETAILS

My total pledge per month of \$ \_\_\_\_\_ should be deducted using my chosen payment method below. I understand that this deduction will continue indefinitely until further notice.

#### CREDIT CARD

NAME ON CARD: \_\_\_\_\_

CARD NUMBER: \_\_\_\_\_

EXPIRY DATE: \_\_\_\_\_

*Please note that the Parish of Our Lady and St Therese only accepts Mastercard and Visa.*

OR

#### DIRECT DEBIT FROM BANK ACCOUNT

BANK NAME: \_\_\_\_\_

ACCOUNT NAME: \_\_\_\_\_

BSB: \_\_\_\_\_ ACCOUNT NUMBER: \_\_\_\_\_

I/We request and authorise **The Parish of Our Lady and St Therese, Essendon** (User ID414771CR) to arrange, through its own financial institution, to debit funds from my /our nominated account at the financial institution shown above according to the details specified.

This debit will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

---

#### SIGNATURE/S

Signature(s) \_\_\_\_\_ & \_\_\_\_\_

*To be signed by both parties for joint accounts*

Date signed: \_\_\_\_\_