

Direct Debit Service Agreement

Thank you so much for giving the reliable, regular support that the RFDS needs to provide our vital emergency services to the people of South Australia and the Northern Territory.

We make a commitment to you that we will:

- Confirm the details of your automatic deduction arrangement prior to the first drawing;
- Debit your nominated financial institution account on the 28th of the due month or on the next business day;
- Send you an annual tax receipt summary at the end of each financial year, so you can claim your gifts as a tax deduction;
- Provide you with at least 14 days notice in writing before we change the terms of the Direct Debit Service Agreement;
- Ensure your details remain confidential. Visit www.flyingdoctor.org.au/privacy-policy to view our privacy policy, or contact our privacy officer by telephoning 1800 813 318.

In return, we'd be most grateful if you would:

- Ensure that on the drawing date there are sufficient cleared funds in your nominated account. If the transaction is returned unpaid, we will contact you seeking your instructions;
- Advise us at least 7 days prior to the drawing date if the nominated account is transferred or closed or if the account details change. You can call us on 1800 813 318;
- Provide us with 7 days notice if you wish to defer, alter, suspend or cancel the automatic deduction agreement.

Should you have any queries regarding your regular automatic donation request, please contact us:

- ☎ **Call:** 1800 813 318
- ✉ **Email:** enquiries@flyingdoctor.net
- ✉ **Post:** Royal Flying Doctor Service Central Operations
Reply Paid 381, MARLESTON SA 5033