

Thank you for your support

Direct Debit Request Service Agreement

Our commitment to you

This Direct Debit Service Agreement outlines our service commitment to you under the Direct Debit Request (DDR) arrangements made between the Royal Flying Doctor Service (Queensland Section) (User ID 219694) and you.

It sets out your rights, our commitment to you, and your responsibilities to us, and where you should go if you require assistance.

Initial terms of the arrangement

I/we request and authorise Royal Flying Doctor Service (Queensland Section), ABN 80 009 663 478 (Debit User ID 219694) to debit the account nominated. I/we agree that Royal Flying Doctor Service (Queensland Section) will debit my/our nominated account on the 1st or 15th (whichever date is nominated by you during sign-up) of each month, or within 30 business working days thereafter. The amount debited from this account is subject to further instructions provided on the Direct Debit request and the terms and conditions of the Direct Debit Request Service Agreement (DDRSA). By signing this DDRSA, I/we agree to the terms and conditions governing the debit arrangements between myself and Royal Flying Doctor Service (Queensland Section) as set out in the DDRSA. I/we understand that I/we will receive a full copy of the DDRSA via email and hard copy.

Drawing arrangements

- The drawing under this Direct Debit Service Request Agreement will occur within the nominated period each month.
- If we vary any of the debit arrangements set out in this agreement we will provide you with at least 14 days notice in writing.
- If you wish to discuss any changes to the initial terms, please phone us on 07 3852 7515.
- Should your drawing be rejected by your financial institution, Royal Flying Doctor Service (Queensland Section) will attempt to redraw within 30 days. At this time amounts owing will be debited.
- Please note that your bank may charge you a fee if you have insufficient funds at the time of drawing.

Your rights

If you would like to make changes to the drawing arrangements, please contact Royal Flying Doctor Service (Queensland Section) using the contact details below. Please provide us with at least 7 business days notification to process your request in time.

These changes may include:

- Deferring the drawing; or
- Changing the schedule; or
- Changing the debit amount; or
- Suspending the DDR; or
- Cancelling the DDR completely.

Enquiries

Please direct all enquiries to Royal Flying Doctor Service (Queensland Section) using the below contact information:

Call: 07 3852 7515

Fax: 07 3860 1122

Email: supportcrew@rfdsqld.com.au

Post: 12 Casuarina Street
Brisbane Airport QLD 4008

All communication addressed to Royal Flying Doctor Service (Queensland Section) should include your name, address, phone number and Supporter ID if known.

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 by phone: 07 3852 7515 or in writing to the attention of Supporter Care at the address above. You will receive a full refund of the drawing amount if we cannot substantiate the reason for the drawing.

Privacy and confidentiality

Personal information is collected to process donations, issue tax receipts and send updates.

We will keep your personal information confidential. We will only share these details when we need to:

- provide information to our bank to initiate the debit from your nominated account,

- provide information to your Financial Institution in relation to a claim regarding alleged incorrect or wrongful debit; or any information we are required by the law to disclose.

We will take reasonable steps to protect personal information held by us against loss and against access, use, modification or disclosure that is unauthorised.

Please contact us if you wish to limit the use of your personal information or to stop receiving direct marketing material. Our privacy policy is available at flyingdoctor.org.au/privacy-policy and contains information on how you can access or correct your personal information, who we disclose your personal information to (including overseas recipients) and how you can lodge a complaint.

Your commitment to us

- You should check with your financial institution whether direct debit is available from your account as direct debit through BECS is not available on all accounts.
- Ensure that sufficient funds are available in your nominated account to meet the requirements of this Agreement on each due date. Please be aware that we cannot accept any bank charges levied by your financial institution for rejected transactions in your nominated account. If the transaction is returned unpaid, we will contact you seeking your instructions;
- Advise us at least 7 business 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 07 3852 7515 or email us on supportcrew@rfdsqld.com.au;
- Provide us with 7 business days notice if you wish to defer, alter, suspend or cancel the automatic deduction agreement.
- Ensure that the authorisation you give to draw on your nominated account is identical to the account signing instructions held by your nominated financial institution at which your account is held.

Royal Flying Doctor Service (Queensland Section) has engaged Cornucopia Consultancy Pty Ltd (ABN: 83 099 568 233) - Level 9, 10 Felix Street, Brisbane, QLD, 4001 T: 07 3055 8900, E: enquiries@cornucopia.com.au, www.cornucopia.com.au to act as an agent to acquire pledge donors. Address all correspondence to Royal Flying Doctor Service (Queensland Section).

Details of Payment to Trader: Cornucopia Consultancy Pty Ltd (ABN: 83 099 568 233) has been authorised by Royal Flying Doctor Service (Queensland Section) (ABN 80 009 663 478) to conduct fundraising activities and will receive a one-off payment for undertaking this fundraising activity on behalf of Royal Flying Doctor Service (Queensland Section). No additional payments will be made after the initial fee.

100% of the donation goes directly to Royal Flying Doctor Service (Queensland Section). This is an ongoing appeal.

Royal Flying Doctor Service (Queensland Section)

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Fax: 07 3860 1122

Email: supportcrew@rfdsqld.com.au

Post: 12 Casuarina St, Brisbane Airport QLD 4008

Visit: www.flyingdoctor.org.au/qldsupportcrew

**SUPPORT
CREW**


Royal Flying Doctor Service
QUEENSLAND SECTION