

Yes, I would like to save lives as a member of the Flying Doctor Support Crew

SUPPORT CREW

Please accept my monthly gift of:

☐ \$10 a month ☐ \$15 a month ☐ \$20 a month ☐ My choice of a month

I authorise the RFDS to deduct my monthly donation on the ☐ 1st or ☐ 15th of each month from my:

☐ Credit Card

Please debit: ☐ Visa ☐ MasterCard ☐ Amex ☐ Diners

Name on Card:

Card Number:

Expiry Date:

Signature(s):

☐ Bank Account

Name of branch:

Name of account:



BSB number:

Account number:

Signature:

I authorise the RFDS to debit the above bank account on the 1st or 15th day of the due month (or the next working day) via secure direct debit. I understand that this debit is subject to the terms and conditions of the Direct Debit Request Service Agreement available overleaf.

To make your gift complete please mail this form to the RFDS.

Or you may:  Call **07 3852 7515** for over the phone credit card donations  Fax this form to **07 3860 1122**

Please fill in your contact details below:

Name: _____ Home phone: _____

Company: _____ Work phone: _____

Address: _____ Mobile: _____

State: _____ Email address: _____

Postcode: _____ Date of birth: _____

With your regular support, you'll help to fund and replace the essential medical supplies that make saving lives possible. Thank you so much.

Please phone 1300 669 569 if you do NOT want to receive future communications from RFDS. Personal information is collected to process donations, issue tax receipts and to send you updates. For these purposes, your information may be shared with trusted third parties and our service providers (and their directors, servants and agents), either in Australia or overseas. Failure to provide personal information may result in RFDS being unable to provide you with certain information and offers. Our Privacy Policy www.flyingdoctor.org.au/Privacy-Policy contains information about: (i) how you can access and correct your personal information; (ii) how you can lodge a complaint regarding the handling of your personal information; and (iii) how any complaint will be handled by RFDS. You may contact our privacy officer with any queries via mail: 12 Casuarina Street, Brisbane Airport QLD, 4007 or telephone: (07) 3860 1100. Occasionally we allow like-minded organisations to contact you with information that may be of interest to you, including some organisations located outside Australia. Those organisations allow us to do the same and this way we can reach more people with vital information. Please tick here ☐ if you do NOT want to receive communications from organisations we trust.

Direct Debit Service request agreement



Thank you for your support

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 thirty 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 38852 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.