

# Anglican Diocese of Canberra & Goulburn

GPO Box 1981, Canberra ACT 2601

(Anglican Church Property Trust Diocese of Canberra & Goulburn)

## CONFIRMATION/COMMENCEMENT OF DIRECT DEBIT

Parish/Organisation .....

**We are** currently part of the scheme and would like to continue with the items ticked below.

**We are not** currently part of the scheme and would like to continue with the items ticked below (Please complete the attached DDF Service Agreement – it is not possible to insert the amount at this stage as the insurance figures are not available).

### Items to be deducted

All Expenses

Parish contribution to the Diocese

Long Service Leave contribution

Gross Wages

Payroll administration charge

Insurance - General

Insurance – Workers Compensation

Superannuation contributions

Authorised Bank Signatory \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Authorised Bank Signatory \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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## CUSTOMER 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 Anglican Church Property Trust, User ID 032158, 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 periodically debit your nominated account for the agreed amount for [state the reason for the drawing e.g. life insurance premium, parish contributions, long service leave contribution].

### DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur [on a nominated day].
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Anglican Registry by telephoning 02 62457101 or via email to [accounts@anglicands.org.au](mailto:accounts@anglicands.org.au).

### YOUR RIGHTS

#### CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us in writing or via email to [accounts@anglicands.org.au](mailto:accounts@anglicands.org.au). These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

## ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your full contact details identifying you to us.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

## 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 in writing or via email to [accounts@anglicands.org.au](mailto:accounts@anglicands.org.au).
- 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 7 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 can not substantiate the reason for the drawing.

*Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

<b>YOUR COMMITMENT TO US</b>
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It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you to see if we may redraw the funds in three working days, or if alternative arrangements need to be made. Any transaction fees payable by us will be charged to your respective account.

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## DIRECT DEBIT REQUEST

I/We request the Anglican Church Property Trust (User ID: 032158) to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

Name

Address

  

Postcode

Signature(s)

  

If debiting from a joint bank account, both signatures are required

Date

Name and Branch of  
Financial Institution

  

BSB No.

Account Number

Commencing on/from please debit \$ \_\_\_\_\_ or other such amount as required,  
from the above account each:

Week

Fortnight

Month

Other \_\_\_\_\_