

MONTHLY GIVING – DIRECT DEBIT REQUEST

PERSONAL DETAILS

Name: _____

Address: _____

State: _____ Postcode: _____ Phone: _____

Email: _____

MONTHLY GIVING AMOUNT

Please deduct the following amount from the below account each month:

\$6 \$12 \$18 Other \$ _____

DIRECT DEBIT REQUEST

I/We request the above amount be drawn by Opportunity International Australia (user ID 438919) through the Bulk Electronic Clearing System (BECS) on a monthly basis from my/our account:

Name of account to be debited: _____

Name of bank/financial institution: _____

BSB number:

Account number:

Note: Direct debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution for assistance on completing this direct debit request.

I/We acknowledge that this direct debit arrangement is governed by the term of the direct debit request service agreement received from Opportunity (see overleaf).

_____ Date: __/__/____

_____ Date: __/__/____

Customer signature(s) *(If joint account, all signatures may be required)*

Please tick here if you do not wish to receive future marketing communications from Opportunity

SERVICE AGREEMENT

DEBITING YOUR ACCOUNT

- By completing and signing a direct debit request form, you (the supporter) have authorised us (Opportunity International Australia) to arrange for monies to be debited from your account. You should refer to the direct debit request form and this agreement for the terms of the arrangement between us and you.
- We will only arrange for monies to be debited from your account as authorised in the direct debit request.
- Your account will be debited on or around the second Monday of each month.
- We reserve the right to cancel the direct debit if we are unable to process your payment and unable to get in contact with you to arrange an alternative payment method after more than three attempts.

CHANGES BY US

- We may vary any details of this agreement or a direct debit request at any time by giving you at least 14 days written notice.

CHANGES BY YOU

- If you wish to cancel, defer or alter a debit payment you must notify us at least 14 days before the next debit is due by writing to:

Opportunity International Australia
GPO Box 4487
SYDNEY NSW 2001

Or by emailing us at giving@opportunity.org.au

YOUR OBLIGATIONS

- It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- If there are insufficient clear funds in your account to meet a debit payment:
 - a You may be charged a fee and/or interest by your financial institution
 - b You may also incur fees or charges imposed or incurred by Opportunity.
- You should check your account statement to verify that the amounts debited from your account are correct.

DISPUTE

- If you believe that there has been an error in debiting your account, you should notify us directly on 1800 812 164 and confirm that notice in writing with us as soon as possible so that we can resolve your query.
- If we conclude that your account has been incorrectly debited we will provide a refund back to the account from which the funds were taken. We will also notify you in writing of the amount by which your account has been credited.
- If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.
- Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution who will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

YOU SHOULD CHECK

- With your financial institution whether direct debit is available from your account as direct debit through Bulk Electronic Clearing System (BECS) is not available on all accounts.
- That the account details you have provided to us are correct by checking them against a recent account statement or with your financial institution.

YOUR PRIVACY

Opportunity International Australia (Opportunity) respects your privacy and complies with Australian privacy laws. We collect your personal information in order to process donations, issue tax receipts and to send you updates about our programs and requests for donations. For these purposes your information may be shared with trusted contractors and third party service providers (such as mailing houses) either in Australia or overseas. Failure to provide personal information may result in Opportunity being unable to provide you with a tax receipt or important information.

More about how we collect, store, use and disclose personal information, including how you can access and correct it, how you can lodge a privacy complaint and how we handle those complaints, is available in our Privacy Policy at www.opportunity.org.au/privacy-policy. You may also contact us by emailing opinfo@opportunity.org.au or calling 1800 812 164.

NOTICE

If you wish to notify us about anything relating to this agreement, please contact us at:

A: Opportunity International Australia

GPO Box 4487

Sydney NSW 2001

T: 1800 812 164

E: giving@opportunity.org.au

W: www.opportunity.org.au

**Thank you for giving families a *HandUp* every month
to help them leave poverty behind!**