



Request and Authority to debit the account named below to pay
The Uniting Church in Australia Queensland Synod.

Request and Authority to debit

Surname or congregation name

Given names or ABN/ARBN

("you")

request and authorise **The Uniting Church in Australia Queensland Synod**, user ID: 458-111 to arrange through its own Financial Institution, a debit to your nominated account any amount **The Uniting Church in Australia Queensland Synod**, has deemed payable by *you*.

The debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution *you* have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Financial institution from which money is to be debited

Name of financial institution

Address

postcode

Account details to be debited

Account name

BSB number (must be 6 digits)

 -

Account number

Acknowledgement

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, *you* have understood and agreed to the terms and conditions governing the debit arrangements between *you* and The Uniting Church in Australia Queensland Synod as set out in this Direct Debit Request and in your Direct Debit Request Service Agreement.

Signature and address of account holder

Please ensure this application is signed by all required signatories to the account.

Signature (first account signatory)

Signature (second account signatory)

Name

Name

Position

Position

Address

Address

postcode

postcode

Date

Date

60 Bayliss St, Auchenflower QLD 4066 | Reply Paid 674, Brisbane QLD 4001 | fax 07 3377 9751 | 1300 655 653 | ucaqld.com.au

Office use only

Parish Acc No.:

ANZ template

Input:

Checked:

Ack:



The Uniting Church in Australia Queensland Synod Direct Debit Request Service Agreement

(Please retain this information for your records)

This is your Direct Debit Service Agreement with The Uniting Church in Australia Queensland Synod ARBN: 142 498 780. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of Your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Banking day means a day other than a Saturday or Sunday or public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct Debit Request means the Direct Debit Request between you and us.

Us or we means The Uniting Church in Australia Queensland Synod (UCA QLD Synod) ARBN: 142 498 780 that you have authorised by requesting a Direct Debit Request.

You means the customer who signed the Direct Debit Request.

Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

Debiting your account

By signing a Direct Debit Request you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by your financial institution.

If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following banking day.

If you are unsure about which day your account has or will be debited you should ask your financial institution.

Changes by us

We may vary any details of this Agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

Changes by you

You may change*, stop or defer a debit payment, or terminate this agreement by providing us with at least seven (7) days notification by writing to:

Finance

The Uniting Church in Australia Queensland Synod

Reply Paid 674

BRISBANE QLD 4001 (no stamp required)

or

by telephoning us on **1300 655 653** or faxing us on **07 3377 9716**

or

Arranging it through your own financial institution, which is required to act promptly on your instructions.

**Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising us The Uniting Church in Australia Queensland Synod of your new account details.*

It is your responsibility to advise us if the account nominated by you to receive the debit is transferred or closed.

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 funds in your account to meet a debit payment:

- you may be charged a fee and/or interest by your financial institution
- you may also incur fees or charges imposed or incurred by us
- you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

If you wish to cancel the Direct Debit Request, it is your responsibility to arrange with us a suitable alternative payment method.

You should check your account statement to verify that the amounts debited from your account are correct.

Disputes

If you believe that there has been an error in debiting your account, you should notify us directly by telephone on **1300 655 653** and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up directly with your financial institution.

If we conclude, as a result of our investigations, that your account has been incorrectly debited we will request your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude, as a result of our investigations, that your account has not been incorrectly debited we will provide you with reasons and any evidence for this finding.

Accounts

You should check:

- with your financial institution whether Direct Debiting is available from your account as Direct Debiting is not available on all accounts offered by financial institutions
- your account details which you have provided to us are correct by checking them against a recent account statement
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

Confidentiality

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- to the extent specifically required by law; or
- for the purposes of this agreement (including disclosing information in connection with any query or claim).

Notice

If you wish to notify us in writing about anything relating to this Agreement, you should write to:

Finance

The Uniting Church in Australia Queensland Synod

Reply Paid 674

BRISBANE QLD 4001 (no stamp required)

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

Any notice will be deemed to have been received on the third banking day after it is posted.



The Uniting Church in Australia
QUEENSLAND SYNOD