



# DIRECT DEBIT REQUEST

## CUSTOMER(S) AUTHORITY

I/We (Name of Customer(s) giving the DDR) authorise and request The Lebanese Christian Charity Foundation Limited to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement (see following page).

## DETAILS OF ACCOUNT TO BE DEBITED

Name of the Financial Institution:

Account Name:

BSB Number:

Account Number:

## PAYMENT DETAILS:

The payment is for The Lebanese Christian Charity Foundation

Agreed payment of **AUD**

Per  Week  Fortnight  Month

Commencing date until further notified by me/us.

## I/We authorise the following:

1. The Debit User to verify the details of the abovementioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing the Debit User to verify the abovementioned account details.

**Customer Signature** (Wet ink only)

**Date**

# DIRECT DEBIT REQUEST SERVICE AGREEMENT – TERMS & CONDITIONS

## 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, including the Direct Debit Request.

Date **Business day** means a day other than a Saturday or a Sunday or a listed public holiday.

**Debit day** means the day that payment is due.

**Debit payment** means a particular transaction where a debit is made, according to your Direct Debit Request.

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

**Us and we and our** means The Lebanese Christian Charity Foundation.

**You** means the customer(s) 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.

**1. Debiting your account:** By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account according to the agreement we have with you. We will only arrange for funds to be debited from your account, as authorised in the Direct Debit Request.

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 or previous business day. If you are unsure about which day your account has or will be debited, please check with your financial institution.

**2. Changes by you:** If you wish to stop or defer a debit payment, your written request must be received at least 5 business days before the next debit day. This notice should be given to The Lebanese Christian Charity Foundation Limited in the first instance.

**3. 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. If there are insufficient clear funds available in your account to meet a debit payment:

- + you or your account may be charged a fee and/or interest by your financial institution;
- + you or your account may be charged a fee to reimburse us for charges we have incurred for the failed transaction.

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

**4. Dispute:** If you believe that there has been an error in debiting your account, you should call The Lebanese Christian Charity Foundation Limited and confirm the details in writing with them as soon as possible, so that the Lebanese Christian Charity Foundation Limited can resolve your query quickly.

**5. Accounts:** You should check:

- + with your financial institution whether direct debiting is available from your accounts; and
- + that your account details which you have provided to us are correct by checking them against a recent account statement; and
- + with your financial institution before completing the Direct Debit Request form, and you should contact them if you have any queries about how to complete it.

Warning: if the account number you have quoted is incorrect, you may be charged a fee to reimburse our costs in correcting any deductions from:

- + an account you do not have authority to operate; or
- + an account you do not own.

**6. Confidentiality:** The Lebanese Christian Charity Foundation Limited 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.