DIOCESE *of* PARRAMATTA

Our Lady Queen of Peace
198 Old Prospect Road, Greystanes NSW 2145
PO Box 5035, Greystanes NSW 2145
parishoffice@olqp.org.au

DIRECT DEBIT REQUEST (DDR) AND AGREEMENT

Action *(Please tick)* : ☐ New request ☐ Alteration ☐ Cancellation

SECTION 1 – DETAILS OF ACCOUNT AUTHORITY

I/We *(Name of Customer/s)*:

Authorise the: **DIOCESAN DEVELOPMENT FUND** APCA User ID Number: **302771**

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 Service Agreement (see over page).

SECTION 2 – DETAILS OF ACCOUNT TO BE DEBITED *(ALL DETAILS MUST BE SUPPLIED)*

Name of Financial Institution: Branch Location:

BSB No.: Account No.:

Account Name:

SECTION 3 – PAYMENT DETAILS *(PLEASE ALLOW 3 WORKING DAYS FOR PROCESSING)*

I/We request that you debit my/our account in accordance with this Agreement and subject to one or more of the following conditions:

Payment Frequency *(Please tick)*: ☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Quarterly ☐ Once only

Number of Instalments per year: Start Payment Date *(dd/mm/yyyy)*: **Reference:**

Amount of: $ UNTIL FURTHER NOTICE Parish/Agency use only **A#:**

The payment is for Planned Giving or other Charitable Contribution.

SECTION 4 – AUTHORITY

I/We acknowledge that I/we have read and understood all terms and conditions as outlined in the Direct Debit Service Agreement.

Signature of Customer: Signature of Customer:

Date: Date:

Credit DDF A/C: **OFFICE USE ONLY** Reference Code:

DIRECT DEBIT SERVICE AGREEMENT

1. DEBITING YOUR NOMINATED ACCOUNT

1.1. The Diocesan Development Fund (DDF), on behalf of your Parish or Agency, undertakes to debit your account on the nominated day each period as per the information provided. Confirmation that the debit has occurred will be evidenced by the debit entry to your nominated Financial Institution account.

1.2. When the due date for payment falls on a day which is not a Business Day the Debit will be processed by the DDF on the prior available Business Day. In the event that the due date for payment is the last day of the month and that the day is not a business day, the Debit will be processed by the DDF on the last business day of the month. If you are uncertain when the Debit will be processed to your account, please enquire directly with your Financial Institution.

1.3. If the Debit is returned unpaid by your Financial Institution four (4) times in a calendar year, we will cancel the Agreement and notify the Parish or Agency who will contact you directly.

1.4 This Direct Debit Authority remains in place and current unless one of the following conditions has been met.

i) the end date specified has passed.
ii) the debit has been returned unpaid by your Financial Institution four (4) times in a calendar year.
iii) you request that the Debit Authority be cancelled either by contacting your Parish, Agency, or Financial Institution.

2. CHANGES BY US

2.1. The DDF will supply you through the Parish or Agency in writing with 14 days' notice if we change any of the terms of this Agreement or Direct Debit Request, including but not limited to:

i) the direct debit amount.
ii) the direct debit due date.
iii) the direct debit payment frequency.

2.2. If the Debit is returned unpaid by your Financial Institution four (4) times in a calendar year, we will cancel the Agreement and notify the Parish or Agency who will contact you directly.

3. CHANGES BY YOU

3.1. You may cancel, request deferment of, or alteration to your authority for us to debit the nominated account by advising your Parish or Agency in writing at least three (3) business days before the due date of the next debit. The Parish or Agency will then provide these details to the DDF for processing.

3.2. You can also temporarily suspend or cancel your direct debit arrangement by contacting your Financial Institution.

4. DISPUTES

4.1. If you believe there has been an error in debiting your account or wish to dispute a transaction, you should notify your Parish or Agency in the first instance. The Parish or Agency will then provide this information to the DDF who will investigate your claim and then liaise directly with you to achieve a resolution satisfactory to both the DDF and you.

4.2. Alternatively, you can contact your Financial Institution who may lodge a claim on your behalf.

5. YOUR OBLIGATIONS

5.1. Direct Debiting is not available on all bank accounts. You will need to check with your Financial Institution if you are uncertain whether your account is suitable for direct debiting. Credit Cards and some passbook accounts are not suitable for Direct Debits.

5.2. You should check your account details against a recent statement from your Financial Institution to ensure their correctness. If uncertain, check with your Financial Institution before completing the Direct Debit Request.

5.3. It is your responsibility to ensure that there are sufficient cleared funds available in your nominated account to allow a debit payment to be made. If there are insufficient funds in your nominated account:

i) The payment will be rejected and returned as unpaid to the DDF;
ii) The Parish or Agency will be advised by us of the rejected debit, and they will contact you directly;
iii) The Parish or Agency may debit any processing charges incurred by the DDF;
iv) You may be charged a dishonour fee by your Financial Institution

6. CONFIDENTIALITY

6.1. Details of Customer records and account details will be kept in confidence and accessed only for the purpose of processing the Direct Debit Request. Please note we may be required to provide information to your Financial Institution in the case of a query or claim of wrongful debit.

6.2. The DDF collects personal information directly from you for the purposes of providing the direct debit facility, including the processing of payments, transactions and managing accounts. If the personal information you provide is incomplete or inaccurate, we may not be able to provide you with this service.

6.3. The DDF collects, holds, uses and discloses personal information about you. The DDF may disclose personal information about you to your Parish or Agency within the Diocese, and external third parties, including other financial institutions that assist the DDF in providing this service. The DDF does not disclose personal information overseas, but the DDF may engage with third parties who use service providers with overseas infrastructure.

6.4. Our Privacy Policy (available on our website or on request) sets out how you can access and ask for correction of your personal information, how you can complain about privacy-related matters and how we respond to complaints. Contact details: Privacy Officer, Bethany Centre, 470 Church Street, Parramatta NSW 2150. Email: privacy@parracatholic.org.

7. DEFINITIONS

Nominated Account means the account held at your financial institution from which we are authorised to debit funds.

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

Business Day means a day other than a Saturday or a Sunday or a listed public holiday in New South Wales.

Us, We or Our means the Diocesan Development Fund (DDF).

I, You and Your means the customer(s) who signed the Direct Debit Request.

Your Parish or Agency means the Diocesan Parish or Agency that your direct debit request is set up through and where your payment is being made to.

DDF means the Diocesan Development Fund.

DDRS 2023/1