



This form is to be used if you would like to make regular contributions to Bible League Australia by direct debit.

1. PERSONAL AND CONTRIBUTION DETAILS

Title	First Name	Day phone	
Surname		Email	
Date of birth (optional)	DD / MM / YYYY	Donor ID	
Street Number		Street Name	
Suburb	State	Postcode	

Please tick the relevant box:

- I wish to set up a regular contribution.
- I wish to change the bank account my regular contribution is coming from.
- I wish to alter my existing regular contribution.
- I wish to cancel my existing Direct Debit Authority.

AUTHORISATION CODE

1	2	1	4	1	3
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2. BANK INSTRUCTIONS

Contribution amount \$

Frequency (please tick one) monthly quarterly 6 monthly annual

Commencement Date / / (Donations deducted on 15th of each month or next working day)

3. BANK DETAILS

Name of Bank Name of account holder

Account number BSB number

I/We understand that the bank accepts this authority only upon the Bible League's General Terms and Conditions listed over page and authorise you, until further notice in writing, to debit my/our account with the amounts specified above.

I/We authorise the above Direct Debit - signatories of account to complete

Authorised signature	Authorised signature
Date	Date



OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between The Bible League Incorporated 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 the specified project chosen by you.

Drawing Arrangements

By signing a Direct Debit Request, you request and authorise us to arrange for funds to be debited from your account:

a) The amounts drawn will be as due under the agreement or any agreed variations to it thereafter or any greater amount which you, either of you, or a third party instruct us to draw, provided such instruction is given in the manner specified in the operating authority held by us in connection with your account.

b) We will arrange for funds to be debited from your account:
i. As requested and authorised in the Direct Debit Request; or
ii. According to any notice sent by you specifying the amount payable and the date the payment is due;

c) The donation will be deducted from your nominated account on the 15th day of the month. If the due date for payment falls on a non-working day or a national public holiday, the payment will be processed on the next working day.

d) 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 any changes to the initial terms.

e) If you wish to discuss any changes to the initial terms please contact our office on 1800 800 937 or 02 4734 7000 between the hours of 9am to 5pm (Mon-Fri)

f) It is your responsibility to ensure that you have sufficient funds in the nominated account when payments are to be drawn. If you do not have sufficient funds then the payment will be regarded as not having been made;

g) You should be aware that:

i. Direct Debiting through Bulk Electronic Clearing System is not available on all accounts (check with your financial institution);

ii. Account details should be checked against a recent statement from your financial institution. If you are in any doubt, you should check with your financial institution before completing the Direct Debit Request; and

iii. It is your responsibility to advise us if your nominated account is altered, transferred or closed.

h) If your drawing is returned or dishonoured by your financial institution we will notify you in writing and until otherwise notified cancel any further transactions. Any transaction fees payable by us in respect of the above will be considered a loss unless notified by you to add them to the next debit from your account.

Enquiries

If you believe there has been an error in debiting your account, please contact our office as soon as possible so that we can resolve your query quickly.

Your records and account details will be kept private and confidential and will only be disclosed at your request or at the request of the financial institution in connection with a claim made to an alleged incorrect or wrongful debit, or otherwise as required by law.

For all matters relating to the Direct Debit arrangement on your account, including requests for deferment of debits, alteration of debit arrangements or stopping or cancelling your Direct Debit Request, please call us on 1800 800 937 or 02 4734 7000 or email info@bl.org.au.

Disputes

• 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