



Direct Debit Request Service Agreement



The Roman Catholic Archbishop of Perth CATHOLIC DEVELOPMENT FUND (CDF)

The following is your Direct Debit Service Agreement with Catholic Development Fund **User ID 72796**. The agreement is designed to explain 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.

We recommend you keep this agreement in a safe place 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 form.

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*.

business day means a day other than a Saturday or a Sunday or a 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 *us* and *you*

us or *we* means *CDF* *you* have authorised by signing 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.

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| 1. Debiting your account | 1.1 | By signing a <i>direct debit request</i> , <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i> . <i>You</i> should refer to the <i>direct debit request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i> . |
| | 1.2 | <i>We</i> will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>direct debit request</i> . |
| | 1.3 | If the <i>debit day</i> falls on a day that is not a <i>business day</i> , <i>we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>business day</i> . If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i> . |
| 2. Changes by us | 2.1 | <i>We</i> may vary any details of this <i>agreement</i> or a <i>direct debit request</i> at any time by giving <i>you</i> at least fourteen (14) days' written notice. |

3.	Changes by you	3.1	If <i>you</i> wish to stop or defer a <i>debit payment</i> you must notify us in writing at least one week before the next debit day. This notice should be given to the college/school/parish, as appropriate, in the first instance who will then advise CDF to make the amendment
		3.2	You may also cancel <i>your</i> authority for <i>us</i> to debit <i>your</i> account at any time by giving <i>the college/school/parish</i> , as appropriate, notice in writing before the next <i>debit day</i> . This notice should be given to <i>the college/school/parish</i> in the first instance, who will then advise CDF to process the cancellation
4.	Your obligations	4.1	It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your</i> account to allow a <i>debit payment</i> to be made in accordance with the <i>direct debit request</i> .
		4.2	If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i> : (a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i> ; (b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i> ; and (c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i> .
		4.3	<i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct
		4.4	If National Australia Bank Limited A.C.N. 004 044 937 ("National") is liable to pay goods and services tax ("GST") on a supply made by the National in connection with this <i>agreement</i> , then you agree to pay the National on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.
5	Dispute	5.1	If you believe that there has been an error in debiting <i>your account</i> , <i>you</i> should in the first instance notify the college/school/parish/school/parish, as appropriate, who will then advise CDF notify <i>us</i> directly on 9427 0333(<i>Perth</i>) or 9921 3221(<i>Geraldton</i>) and confirm that notice in writing with <i>us</i> as soon as possible so that <i>we</i> can resolve <i>your</i> query more quickly.
		5.2	If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your</i> account (Including interest and charges) accordingly. We will also notify you in writing of the amount by which <i>your account</i> has been adjusted.
		5.3	If <i>we</i> conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited <i>we</i> will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding.
		5.4	Any queries <i>you</i> may have about an error made in debiting <i>your account</i> should be directed in the first instance to the college/school/parish, as appropriate, who will then advise CDF so that <i>we</i> can attempt to resolve the matter between <i>us</i> and <i>you</i> . If <i>we</i> cannot resolve the matter <i>you</i> can still refer it to <i>your financial institution</i> which will obtain details from <i>you</i> of the disputed transaction and may lodge a claim on <i>your</i> behalf.

6.	Accounts	<i>You should check:</i>	<p>(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) <i>your account details</i> which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account statement</i>; and</p> <p>(c) with <i>your financial institution</i> before completing the <i>direct debit request</i> if <i>you</i> have any queries about how to complete the <i>direct debit request</i>.</p>
7.	Confidentiality	7.1	<p><i>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.</i></p>
		7.2	<p><i>We will only disclose information that we have about you:</i></p> <p>(a) to the extent specifically required by law; or</p> <p>(b) for the purposes of this <i>agreement</i> (Including disclosing information in connection with any query or claim).</p>
8.	Notice	8.1	<p>If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, you should in the first instance write to the college/school/parish, as appropriate, who will then advise the Catholic Development Fund, GPO Box M962 Perth WA 6843.</p>
		8.2	<p><i>We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.</i></p>
		8.3	<p>Any notice will be deemed to have been received two <i>business days</i> after it is posted.</p>

Catholic Development Fund

<u>PERTH OFFICE:</u> 61 Fitzgerald Street Northbridge WA 6003 GPO Box M 962 Perth 6843 Telephone:- 9427 0333	<u>GERALDTON OFFICE:</u> 7 Maitland Street Geraldton PO Box 46 Geraldton 6530 Telephone:- 9921 3221
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