



Improving our community

Direct Debit Request

ABN 63 355 032 925

**Give Where You Live Foundation is a
Registered Deductible Gift Recipient**

PO Box 351 Geelong 3220
P: (03) 5229 4364
F: (03) 4206 7026
E: admin@givewhereyoulive.com.au

Request & Authority
to debit the account named below to pay Give Where You Live

I/We would like to support the people of Geelong through Give Where You Live via Direct Debit with the following Tax Deductible MONTHLY contribution, until cancelled by me/us:

Please tick: \$200 \$100 \$50 Other \$_____

I/We further authorise that the above amount pledged to Give Where You Live through Direct Debit may be increased annually on the 1st of July each year following the first full 12 months of contribution by:

Please tick: 10% 5% No annual increase

Request and Authority to Debit	Surname or Company Name _____
	Given Names or ABN _____

Request and authorise Give Where You Live, User ID 091668, to arrange for the agreed amount Give Where You Live may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement.

Insert name and address of Financial Institution at which account is held	Financial institution name _____
	Address _____

Insert details of Account to be debited	Name on account _____
	BSB Number ____ - ____ - ____
	Account Number ____ - ____ - ____ - ____ - ____ - ____

Acknowledgement	By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Give Where You Live as set out in the Request and in the Direct Debit Request Service Agreement.
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Insert your signature and address	Signature/s _____
	Address _____

	Date ____/____/____
	If signing on behalf of a Company, please also include Your Name _____ Position _____



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Direct Debit Request Service Agreement

ABN 63 355 032 925

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Definitions	<p>Account Means the account held at your financial institution from which we are authorised to arrange for funds to be debited.</p> <p>Agreement Means this Direct Debit Request Service Agreement between you and us.</p> <p>Business day Means a day other than a Saturday or a Sunday or a Sunday or a public holiday listed throughout Australia.</p> <p>Debit day Means only that payment by you to us is due.</p> <p>Debit payment Means a particular transaction where a debit is made.</p> <p>Direct debit request Means the Direct Debit Request between us and you (and includes any Form PD-C approved for use).</p> <p>Us or we Means Give Where You Live whom you have authorised by signing a direct debit request.</p> <p>You or Your Means the customer who signed the Direct Debit Request.</p> <p>Your financial institution Is the financial institution where you hold the account that you have authorised us to arrange to debit.</p>
1. Debiting your account	<p>1.1. By signing a <i>direct debit request</i>, you have authorised us to arrange for funds to be debited from <i>your account</i>. You should refer to the <i>direct debit request</i> and this agreement for the terms of the arrangement between us and you.</p> <p>1.2. We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>direct debit request</i>.</p> <p>1.3. If the <i>direct debit day</i> falls on a day that is not a <i>business day</i>, we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>business day</i>.</p> <p>1.4. If you are unsure about which day <i>your account</i> has or will be debited you should ask <i>your financial institution</i>.</p>
2. Changes by us	<p>2.1. We may vary any details of the agreement or a <i>direct debit request</i> at any time by giving you at least fourteen (14) days written notice.</p>
3. Changes by you	<p>3.1. Subject to 3.2 and 3.3 you may change the arrangements under a <i>direct debit request</i> you must notify us in writing.</p> <p>3.2. If you wish to stop or defer a <i>debit payment</i>, you must notify us in writing at least (7) days before the next <i>debit day</i>. This notice should be given to us in the first instance.</p> <p>3.3. You may also cancel your authority for us to debit your account at any time by giving us (7) days notice in writing before the next <i>debit day</i>. This notice should be given to us in the first instance.</p>
4. Your obligations	<p>4.1. It is your responsibility to ensure that there are sufficient clear fund available in your account to allow a <i>debit payment</i> to be made in accordance with the <i>direct debit request</i>.</p> <p>4.2. If there are insufficient clear funds in your account to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"> (a) You may be charged a fee and/or interest by your financial institution; (b) You may also incur fees or charges imposed or incurred by us; and (c) You must arrange for the <i>debit payment</i> 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 <i>debit payment</i>. <p>4.3. You should check your account statement to verify that the amounts debited from your account are correct.</p> <p>4.4. If Bendigo Bank Limited ABN 11 068 049 178 is liable to pay goods and services tax (GST) on a supply made by the Bendigo Bank Limited in connection with this agreement, then you agree to pay the Bendigo Bank Limited on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.</p>
5. Dispute	<p>5.1. If you believe that there has been an error in debiting your account, you should notify us directly on (03) 5229 4364 and confirm that notice in writing with us as soon as possible so that we can resolve your query quickly.</p> <p>5.2. If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges occurred) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.</p> <p>5.3. If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query providing you with reasons and any evidence for this finding.</p> <p>5.4. Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.</p>
6. Accounts	<p>6.1. You should check:</p> <ul style="list-style-type: none"> (a) 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. (b) Your account details which you have provided to us are correct by checking them against a recent account statement; and (c) With your financial institution before completing the <i>direct debit request</i> if you have any queries about how to complete the <i>direct debit request</i>.
7. Confidentiality	<p>7.1. We will keep any information (including your account details) in your <i>direct debit request</i> 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.</p> <p>7.2. We will only disclose information that we have about you:</p> <ul style="list-style-type: none"> (a) To the extent specifically required by law; or (b) For the purpose of this agreement (including disclosing information in connection with any query or claim).
8. Notice	<p>8.1. If you wish to notify us in writing about anything relating to this agreement, you should write to: Chief Executive Officer, Give Where You Live, PO Box 351, Geelong, 3220.</p> <p>8.2. We will notify you by sending a notice in the ordinary post to the address you have given us in the <i>direct debit request</i>.</p> <p>8.3. Any notice will be deemed to have been received two business days after it is posted.</p>