



DIRECT DEBIT REQUEST SERVICE AGREEMENT

Direct debit not available on all accounts	Direct debiting is not available on the full range of bank accounts. If in doubt, please refer to your financial institution.
Your account details	If you are unsure about the information you need to provide when completing this agreement please refer to your financial institution.
What you are agreeing to	By signing the direct debit donation request overleaf, you authorise Royal District Nursing Service (RDNS) to arrange for funds to be debited from your nominated account.
When will your account be debited	Your account will be debited, for the amount you have nominated overleaf, on the first working day of each month.
Your responsibilities	It is your responsibility to ensure sufficient funds are in the nominated account when payments are to be drawn. If the transaction is returned unpaid we will contact you seeking your instructions. Any dishonour fees payable by RDNS in respect to this agreement will be added to the next month's drawing.
If you wish to vary this agreement	Should you wish to defer the drawing, alter the schedule, stop an individual debit, suspend or cancel the direct debit agreement please call the RDNS Fundraising Office on 03 9536 5222. In most cases we can make the change you desire while you are on the telephone. If you choose to write to RDNS requesting a change, address your correspondence to Fundraising Office, Royal District Nursing Service, 31 Alma Rd, St Kilda, Victoria, 3182 and allow up to 14 working days for your request to be actioned.
Should RDNS wish to vary this agreement	RDNS will give you 14 days notice if we vary the initial debit arrangement.
Queries and disputes	Should you have any queries or dispute any debit item, please contact the RDNS Fundraising Office on 03 9536 5222 in the first instance. If you do not receive a satisfactory response from RDNS contact your financial institution who will respond to your claim within 7 working days (for claims lodged within 12 months of the disputed drawing) or 30 working days (for claims lodged more than 12 months after the disputed drawing). You will receive a refund of the drawing amount if RDNS cannot substantiate the reason for the drawing.
Your privacy	Your records and account details will be kept private and confidential, to be disclosed only to initiate the drawing from your nominated account or if requested by yourself or financial institution if a claim is made for alleged incorrect or wrongful debit.
Further questions	If you do not understand any of the points above, or would like further information, please call the Fundraising Office at RDNS on 03 9536 5222.

DIRECT DEBIT REQUEST FOR DONATION

1. REQUEST AND AUTHORITY TO DEBIT:

I/we,

Surname _____ Given Names _____

Surname _____ Given Names _____

request Royal District Nursing Service (RDNS), user ID No: 223338, to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed through the Bulk Electronic Clearing system for the purpose of a tax deductible donation.

2. FINANCIAL INSTITUTION AT WHICH YOUR ACCOUNT IS HELD:

Institution name: _____

Branch: _____

3. DETAILS OF THE ACCOUNT TO BE DEBITED:

Account name: _____

BSB number: -

Account number:

4. PAYMENT DETAILS:

The amount: of my donation to be debited *each month* is: \$.

The first debit is to occur in: _____ (specify month)

5. ACKNOWLEDGEMENT:

By signing this direct debit request, you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Royal District Nursing Service (RDNS) as set out on this Request and the Direct Debit Request Service Agreement.

6. YOUR DETAILS:

Address: _____

Phone (H) _____ Phone (W) _____ email: _____

Signature: _____

Date: / /

Signature: _____

Date: / /

7. PLEASE RETURN THE COMPLETED FORM TO:

FUNDRAISING OFFICE
ROYAL DISTRICT NURSING SERVICE,
31 ALMA RD, ST KILDA, VICTORIA, 3182

THANK YOU

