



FRIENDS OF PAWS

Direct Debit Request Service Agreement

Updated 2022

Definitions

account means the account held at your financial institution from which you have authorised us to arrange for funds to be debited in accordance with this agreement.

agreement means this Direct Debit Request Service Agreement and your direct debit request, along with any changes made in accordance with this agreement.

banking 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 completed by you by which you authorise us to debit your account.

us or we means The Lost Dogs' Home, you have authorised by 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.

This is your Direct Debit Service Agreement with The Lost Dogs' Home, ABN 84 004 789 726 (Direct Debit User ID 225124).

It sets out the terms and conditions for your direct debit request and should be read in conjunction with your direct debit request.

1. Debiting your account

- 1.1** By signing a direct debit request, you authorise us to arrange for funds to be debited from your account in accordance with the direct debit request.
- 1.2** We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3** If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changes by us

- 2.1** We may vary any details of this agreement or your direct debit request at any time by giving you at least 14 days' written notice.

3. Changes by you

- 3.1** Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting our Fundraising Department on 03 8379 4453 or in writing in accordance with clause 8.

- 3.2** If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.

- 3.3** You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next debit day. This notice should be given to us in the first instance.

4. Your obligations

- 4.1** It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2** If there are insufficient clear funds in your account to meet a debit payment:
 - (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 debit payment 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 debit payment.

- 4.3** You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

- 5.1** If you believe that there has been an error in debiting your account, you should notify our Fundraising Department directly on 03 8379 4453 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 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) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 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 by providing you with reasons and any evidence for this finding.
- 5.4** Any queries you may have about a potential error 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 are able to refer it to your financial institution for the purpose of lodging a disputed transaction claim.

6. Accounts

Before completing your direct debit request, you should check:

- (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 direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

- 7.1** We will keep any information (including your account details) in your direct debit request confidential and take all reasonable steps to safeguard it from misuse or unauthorised access in accordance with applicable laws, codes and standards.
- 7.2** We will use and handle your personal information in accordance with privacy laws, and will only use and disclose your personal information:
- (a) for the purposes of this agreement (including in connection with any query or claim); or
 - (b) to the extent specifically required by law.

8. Notice

- 8.1** If you wish to notify us in writing about anything relating to this agreement, you should write to:

Post: Supporters Team
The Lost Dogs' Home
2 Gracie Street
North Melbourne VIC 3051

or

Email: supporters@dogshome.com

- 8.2** We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request, and/or by email to the email address you have provided us.
- 8.3** Any notice sent by post will be deemed to have been received on the third banking day after posting, and any notice sent by email will be deemed to have been received on the next business day after sending.



2 Gracie Street
North Melbourne VIC 3051

Telephone 03 8379 4453
ABN 84 004 789 726

info@dogshome.com
www.dogshome.com