

Direct Debit Request

129 Dennis Rd (PO BOX 239) Springwood QLD 4127 | 07 3387 5777 | finance@rlcc.com.au | www.rlcc.com.au

The purpose of this form is for you to authorise Real Life Christian Church to transfer funds from your nominated bank, building society or credit union account, into an investment held by the church. Request and Authority to debit the account named below to pay Real Life Christian Church:

New request
 Amendment to existing request

Personal Details

Surname or company name

 Given Names or ABN ("you")

request and authorise Real Life Christian Church ("RLCC") (Direct Debit User - APCA ID 461803) to arrange a debit to your nominated account to pay for a regular donation as listed below. This debit will be arranged by RLCC's financial institution and made through the Bulk Electronic Clearing System (BECS) from your nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement. I also authorise the Debit User to verify (if required) the details of the account with my financial institution identified below.

Financial institution from which money is to be debited

Name of financial institution

 Address

 Postcode

Account details to be debited

Account Name

 BSB number

 -

Account Number

Debit amount and frequency

Amount to be debited \$

 Amount in words

Weekly
 Fortnightly
 Monthly

 Continuing until:

Acknowledgement and signature of the cardholder(s)

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you confirm that:

- you are authorised to operate the nominated account; and
- you have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Request Service Agreement.

Your Signature <input style="width: 95%; height: 25px;" type="text"/> Name <input style="width: 95%; height: 25px;" type="text"/>	Second Account Signatory <input style="width: 95%; height: 25px;" type="text"/> Name <input style="width: 95%; height: 25px;" type="text"/>
Address <input style="width: 95%; height: 25px;" type="text"/> <input style="width: 95%; height: 25px;" type="text"/> Postcode	Phone <input style="width: 95%; height: 25px;" type="text"/> Email <input style="width: 95%; height: 25px;" type="text"/>

Date



Direct Debit Request Service Agreement

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This is your Direct Debit Service Agreement with Real Life Christian Church ("RLCC") APCA ID 461803, ABN 84 836 437 495 (the Debit User). It explains 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. Please keep this agreement 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 authorisation.

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.

banking day means a day other than a Saturday or 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 written, verbal or online request between us and you to debit funds from your account.

us or we means Real Life Christian Church ("RLCC") (the Debit User) you have authorised by requesting a Direct Debit Request.

you means the customer who has authorised the Direct Debit Request.

your financial institution is the financial institution at which you hold the account you have authorised us to debit.

1) Debiting your account

1.1 By submitting a Direct Debit Request, you have authorised us to arrange for funds to be debited from your account. The Direct Debit Request and this agreement set out the terms of the arrangement between us and you.

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 / RLCC respectively.

2) Amendments by us

We may vary any details of this Agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice sent to the preferred email or address you have given in the Direct Debit Request.

3) How to cancel or change direct debits

You can:

- cancel or suspend the Direct Debit Request; or
- change, stop or defer an individual debit payment at any time by giving at least 2 days notice

To do so, contact us by email finance@rlcc.com.au or phone us on **07 3387 5777**. You can also contact your own financial institution, which must act promptly on your instructions.

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 funds in your account to meet a debit payment:

- you may be charged a fee and/or interest by your financial institution;
- we may charge you reasonable costs incurred by us on account of there being insufficient funds; and
- you must arrange for the direct 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.

Disputes

If you believe that there has been an error in debiting your account, you should notify us directly by email or phone

If we conclude as a result of our investigations that your account has been incorrectly debited we will refund your account. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will not refund your account.

Accounts

Confidentiality

We will keep any information (including your account details) in your Direct Debit Request confidential.

If you wish to notify us in writing about anything relating to this agreement, you should write to Real Life Christian Church: finance@rlcc.com.au PO Box 239, Springwood Q 4127.

8.2 We will notify you by sending a notice to the preferred address or email you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the second banking day after sending.