



## DIRECT DEBIT REQUEST

I / we request you, Sydney Diocesan Secretariat (User ID 011242), to arrange for funds to be debited from my / our nominated account at the financial institution shown below according to the schedule specified below.

**TYPE OF COMMITMENT**       **Parish Cost Recovery**

### PARISH

**Name**

**Address**

**Postcode**

### DETAILS OF ACCOUNT TO BE DEBITED

**Name of Account**

**Bank name**

**Branch**

**BSB**

**Account No.**

**Signatories**

*Name*

*Signature*

*Name*

*Signature*

*Name*

*Signature*

*Name*

*Signature*

*(If debiting from a joint bank account, appropriate number of signatures are required)*

### DIRECT DEBIT DETAILS

**Amount**

As per PCR summary

**To be debited**

Monthly

**Commencing**

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

We acknowledge receipt of the Direct Debit Request Service Agreement:

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Signature*

## **CUSTOMER DIRECT DEBIT REQUEST SERVICE AGREEMENT**

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This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between Sydney Diocesan Secretariat (User ID 011242) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Please ensure:

- a) Your nominated account can accept Direct Debit; and
- b) Sufficient cleared funds are available in the nominated account on the day to be drawn on.

At least 14 days notice will be provided in writing if the terms of the initial agreement are to change.

Please telephone ((02) 9265 1555) or fax ((02) 9284 1455) this office if you wish to discuss any of the following actions:

- Defer the drawing
- Alter the schedule
- Stop an individual debit
- Suspend or cancel the DDR
- Dispute any debit

Any dispute will be investigated by the General Manager, Parish & Property Services, Sydney Diocesan Secretariat. If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- within 7 business days (for claims lodged within 12 months of the disputed drawing), or
- within 30 business days (for the claims lodged more than 12 months after the disputed drawing).

You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

If the date of drawing is not a business day then the drawing will be made on the closest business day before the due date.

If the drawing is dishonoured you will be contacted by telephone or letter and any fees charged to the Secretariat may be passed on to you together with any additional cost of administration. The dishonour will need to be replaced with a cheque.

All of the information you supply will be treated as confidential except that information provided to our Financial Institution to initiate the drawing to your nominated account.

### **INITIAL TERMS OF THE ARRANGEMENTS**

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for your commitment.

The first drawing under this Direct Debit arrangement will occur as soon as possible or on the date stated on the Direct Debit Request taking into account the type of commitment.