

# Deliver hope every day.



Yes, I would like to become a Crisis Partner and make a regular monthly gift.



**Please accept my monthly gift of**

**\$20 per month** (65 cents per day)  
Can help provide a warm meal for a mother and her young child who would otherwise go hungry.

**\$60 per month** (\$1.97 per day)  
Can help provide a food hamper for a struggling family so that they don't have to go hungry.

**\$35 per month** (\$1.15 per day)  
Can ease the stress for a struggling family setting up a new home with a kitchen starter pack.

**\$\_\_\_\_ per month** (minimum \$10)  
To go where it is needed most.

**Payment details** (please tick your preferred method of payment)

**Credit card** Please debit my  Visa  MasterCard  Amex

Card number  Expiry date: \_\_\_\_\_ / \_\_\_\_\_

Name on card: \_\_\_\_\_ Signature: \_\_\_\_\_

**OR, by bank account** BSB:  Account number: \_\_\_\_\_

Name of financial institution (e.g. Westpac/NAB/Credit Union): \_\_\_\_\_

Account Holder(s) Name(s): \_\_\_\_\_ Signature(s): \_\_\_\_\_

**Direct debit agreement** I/We request you The Salvation Army (User ID 086102) to arrange for funds to be debited from my/our nominated account at the financial institution shown above according to the schedule specified below. I understand the terms & conditions (overleaf) of this direct debit agreement and authorise The Salvation Army to direct debit my/our account, beginning on:

Day: \_\_\_\_\_ Month: \_\_\_\_\_ Year: \_\_\_\_\_ (allow two weeks for processing)

**Contact details**

Supporter ID: \_\_\_\_\_ Title  Mr  Mrs  Ms  Miss  Dr

First Name \_\_\_\_\_ Surname \_\_\_\_\_

Street Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Mobile/ Phone \_\_\_\_\_ Email \_\_\_\_\_

Once complete please return signed form to us in the reply paid envelope provided or to Locked Bag 3010 Nunawading VIC 3131 | Thank you

salvoscrisispartners@salvationarmy.org.au | 1800 018 399 | salvationarmy.org.au | Locked bag 3010, Nunawading VIC 3131

## The Salvation Army

Regular Direct Debit Authority Form – Direct Debit option only

# Customer DDR Service Agreement

### Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between The Salvation Army Australia and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Also, we will issue an Annual receipt statement at the end of the financial year unless otherwise requested by you.

### Initial terms of the arrangement

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 donation to The Salvation Army to be used within Australia (unless you specify otherwise) to help provide assistance to those in need.

### Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on your nominated day.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state/may include the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Crisis Partners Support Team, contact details are on page 1.

### Your rights

#### Changes to the arrangement

If you want to make changes to the drawing arrangements, contact the Crisis Partners Support Team, contact details are on page 1.

#### These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

### Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 14 days or 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your partner number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

### Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us, the Crisis Partners Support Team on 1800 018 399.
- 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 claims lodged more than 12 months after the disputed drawing)

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

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

### Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, The Salvation Army will contact you to notify you of the rejection and request new details. If we do not obtain new banking details, we will cancel the Crisis Partners' membership. Any transaction fees payable by us in respect of the above will be payable by you to The Salvation Army.